

# Student Job Opportunity in Housing & Residence Life

Housing & Residence Life is a department that falls under the Student Affairs umbrella and is integral as a compliment to academics at Ryerson University. Housing & Residence Life manages over 300,000 square feet on-campus. It is the department that supports in all four of our current residences, specifically Pitman Hall, ILLC, DCC, and HOEM. It is the central administration that drives the three main functions of Student Housing: Admissions, Residence Life and Facilities. Housing & Residence Life is truly a dynamic work environment and will provide an invaluable experience to whomever is granted the positions. Ryerson University is strongly committed to fostering diversity within our community. We welcome those who would contribute to the further diversification of our staff, our faculty, and its scholarship including, but not limited to, women, visible minorities, Aboriginal people, persons with disabilities, and persons of any sexual orientation or gender identity. All qualified candidates are encouraged to apply but applications from Canadians and permanent residents will be given priority.

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| <b>POSITION:</b>            | Residence Service Desk Agent Lead              |
| <b>DEPARTMENT:</b>          | Housing & Residence Life                       |
| <b>CONTRACT TERM:</b>       | August 17th, 2020 - May 2nd, 2021              |
| <b>REPORTING TO:</b>        | Reception & Residence Service Desk Facilitator |
| <b>NUMBER OF POSITIONS:</b> | 3  |

**RESPONSIBILITIES**

**COMMITMENT TO WELLNESS**  
 Your primary responsibilities outside of this position are your holistic wellbeing, as well as academic success. Housing & Residence Life feels that a balance of success of these areas will allow you to best support the communities we have living in Ryerson residence. Ryerson's understanding of mental well-being is: "the capacities of each and all of us to feel, think, and act in ways that enhance our ability to enjoy life and deal with the challenges we face. It is a positive sense of emotional and spiritual well-being that respects the importance of culture, equity, social justice, interconnections, and personal dignity." For Housing & Residence Life, this includes knowledge, security and understanding of personal wellbeing, academic support, financial literacy related to your role and understanding of work scope and process to support you where you are at and where you want to be. Ryerson is committed to the success of all its community through ongoing dedication to creating and sustaining a supportive campus culture and institutional ethos without stigmatization and discrimination with regard to mental health.

A Residence Services Desk Lead is an individual who is capable of functioning independently while working as part of a team, who is attentive to details, and who possesses excellent communication, customer service and multi-tasking skills. Residence Service Desk Leads are responsible for keeping the Residence Service Desks up to date on all information and information tracking systems. Residence Services Desk Leads work with the Reception and Residence Service Desk Facilitator to co-ordinate and deliver training to all Residence Services Desk Staff.

Desk Duties Include:

- **Access control** – ensuring that only residents are permitted in the building, that guests are signed in appropriately, and access to parking garage is properly monitored.
- **Customer Service** – ensuring that residents and their guests are greeted pleasantly and politely, passing along general and particular information about residences, Ryerson campus, and Toronto as a whole.
- **Administrative Duties** - Assisting residents in filing work orders for maintenance or cleaning. Managing the incoming and outgoing mail parcel system behind the desks. Assisting with check-ins for the Commuter Hostel program.
- **Support** - Connecting with residents on a personal level to provide the support and help they need in their transitional year. Using past and current experiences living off-campus to share advice.
- **Programming** - Developing or assisting other staff with passive and active programming geared towards the residents.
- **Recruitment** – Supporting with at least one Saturday Open House over the course of the year

Lead Duties Include:

- **Scheduling** - Assisting and organizing staff scheduling by using problem solving skills
- **Training** - Assisting Facilitator with developing and executing August and January training
- **Programming** - Organizing and managing the programming schedule + assisting staff with programming proposals
- **Desk Organization** - Tracking supplies as well as general organization of desk. Ensuring all systems and software are functioning
- **Communication** - Weekly meetings with RSD Facilitator to review weekly events, staff wellness, operational issues etc.

All other duties as assigned.

The position will cover days between Aug. 17<sup>th</sup> to May 2<sup>nd</sup>.  
 There will be opportunity to work at the ILC and HOEM service desks during the mid-year break.



**QUALIFICATIONS**

- Must be a current Ryerson student
- Previous experience as an RSD agent
- Excellent customer service skills
- Excellent knowledge required of Google Docs
- Demonstrates the ability to multi-task
- Highly engaged work ethic - able to work without supervision
- Excellent conflict resolution skills needed to deal with confrontational parents and students
- Must be extremely tactful, diplomatic, and understand the need for confidentiality
- Must be dependable and flexible to take alternate and additional shifts as needed
- Understanding of Ryerson Housing and its systems, procedures and code of conduct an asset
- Hold a minimum 2.33 GPA

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| <b>RENUMERATIONS:</b>         | \$15.00/ hour for approx. 10-16 hours per week  |
| <b>CONTACT FOR INQUIRIES:</b> | Michelle Barker, Reception & Residence Service Desk Facilitator, <a href="mailto:res.hiring@ryerson.ca">res.hiring@ryerson.ca</a> |
| <b>DEADLINE TO APPLY:</b>     | Thursday, January 16th, 2020 at 12noon; for fairness, this deadline is not flexible   |

Applications must be submitted online at <http://ryerson.ca/housing/current-students/get-involved/how-to-apply.html>  
Any questions can be directed to [res.hiring@ryerson.ca](mailto:res.hiring@ryerson.ca)

