

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.

POSITION:	Student Housing Advisor
DEPARTMENT:	Housing & Residence Life
CONTRACT TERM:	August 24, 2020 to May 1, 2021
REPORTING TO:	Reception & Residence Service Desk Facilitator
NUMBER OF POSITIONS:	2

RESPONSIBILITIES	
<p>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.</p>	
<p>The Student Housing Advisor position within Housing & Residence Life specializes in customer service, residence admissions, and databases.</p> <p>Duties Include:</p> <ul style="list-style-type: none"> • Primary contact to current and prospective students and parents, answering their questions and concerns to provide information about residence and their living needs • Ensuring that residents and guests are greeted pleasantly, professionally, and politely, whether in person or over the phone • Processing and cataloguing various residence forms • Entering and extracting information and statistics from the Housing Database • Managing a variety of methods for communicating with students, such as electronic mail, social media, and others • Assisting with numerous projects including: <ul style="list-style-type: none"> ○ Information and records management ○ Scanning photos, and creating photo ID's ○ Processing payments ○ Maintaining waiting lists ○ Preparing correspondences ○ Maintaining the off campus housing listing ○ Maintaining the incoming reservations for the Commuter Hostel Program ○ All other duties as assigned. <p>The position will cover days between Aug. 24th to Dec. 18th, 2020 and days between Jan. 4th to May 1st, 2021 The Housing Office will be closed during the mid-year break.</p>	

QUALIFICATIONS	
<ul style="list-style-type: none"> • Must be a current Ryerson student • Excellent customer service skills • Excellent knowledge required in: Word, Excel, and Google Docs • Excellent communication skills, both written and verbal • Excellent conflict resolution skills needed to deal with confrontational parents and students • Strong interpersonal skills • Must be efficient, organized, and pay great attention to detail • Must be extremely tactful, diplomatic, and understand the need for confidentiality • Understanding of Ryerson Housing and its systems, procedures and code of conduct an asset • Hold a minimum 2.33 GPA 	
RENUMERATIONS:	\$14.00/ hour for approx. Approximately 10-12 hours per week
CONTACT FOR INQUIRIES:	Michelle Barker, Reception & Residence Service Desk Facilitator, res.hiring@ryerson.ca
DEADLINE TO APPLY:	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

