

# 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 4 of our current residences, specifically Pitman Hall, ILLC, DCC, and HOEM. It is the central administration that drives the 3 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.

<b>POSITION:</b>	Summer Housing Advisor
<b>DEPARTMENT:</b>	Housing & Residence Life
<b>CONTRACT TERM:</b>	April 20, 2020 to August 31, 2020
<b>REPORTING TO:</b>	Reception & Residence Service Desk Facilitator
<b>NUMBER OF POSITIONS:</b>	1

**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.

The Summer Housing Advisor position within Housing & Residence Life specializes in customer service, residence admissions, and databases. Working while the residences are closed for students, the Summer Housing Advisor plays a key role in the primary point of contact for prospective students applying for the coming school year.

Duties Include:

- Primary contact to prospective students and parents, answering their questions and concerns to provide information about residence, their application status, and their future living needs
- Market residence experience to prospective students through a variety of activities such as conducting residence tours
- Assisting with room allocation and assignment process for 852 beds
- Handling the processing of various requests from future residents including: accommodation requests, payment plans, and roommate requests
- Assisting with various customer service interactions with Summer Hotel guests
- 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:
  - Preparing mail outs for accepted residents and wait list students
  - Facilitating transitional duties
  - Processing payments
  - Maintaining waiting lists
  - Information & records management, which includes processing residence applications from initial stages through move-in
  - Maintaining the off-campus housing listing
  - Scanning photos, and creating photo ID's
  - All other duties as assigned.

The position will cover days between April 20, 2020 to August 31, 2020

**QUALIFICATIONS**

- Must be a current Ryerson student
- Excellent customer service skill
- 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. 36.25 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

Applications must be submitted online by Thursday, January 16th, 2020 at 12:00pm at [ryerson.ca/housing](http://ryerson.ca/housing)

