



# RESIDENCE ORIENTATION CREW RESNET VOLUNTEER POSITION DESCRIPTION

**TERM:** Residence Move-In and Orientation Week (September 1-4, 2023)

**BENEFITS:** Volunteers will be granted early move in access to residence. Additional benefits of the position include job specific training, transferable skills, and professional development opportunities. All Residence Orientation Crew ResNet volunteers will receive a free t-shirt and Pizza Lunch on move in day.

**REPORT TO:** ResNet Volunteers will report directly to the Technical Business Analyst – II, Student Experience or designate who will provide training, support and assistance.

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## POSITION PURPOSE

ResNet volunteers provide essential support for their peers within Fleming College Residence facilities. ResNet volunteers assist during Residence Move In and Orientation through their troubleshooting skills, technical advice, reporting skills and friendly helpful service.

## POSITION SUMMARIES

- Provide technical support to residents during Move In Day and Orientation (September 1 – 5, 2023)
- Assist with configuring network settings for wired and wireless connections where applicable
- Attend training sessions and various meetings throughout the year
- Identify trends and issues and record the solutions
- Take proper precautions prior to working on a resident's computer
- Know and follow the ResNet Policies & Procedures document
- Maintain correspondence with other volunteers and coordinator through email
- Report issues and incidents to coordinator in a prompt manner
- Keep residents informed of ResNet news and issues

## QUALIFICATIONS

- Experience troubleshooting internet / networking issues
- Excellent customer service skills
- Excellent written and oral communication skills
- Organized, punctual and responsible
- Ability to adapt to new situations and circumstances

## ADDITIONAL DUTIES

- Participation on Move in Day
- Additional duties as assigned by your supervisor, Residence Office or designate.

## REQUIRED TRAINING

- Residence Move-In Day Orientation on Thursday August 31, 2023
- Attend ResNet Training on Thursday August 31

## OTHER VOLUNTEER OPPORTUNITIES

By being a Residence Orientation Crew ResNet Volunteer, you are automatically qualified to volunteer for Residence Council. This is a great way to stay engaged with residence life throughout the entire academic year.