

Position Description Form (PDF)

College: Sir Sandford Fleming

Incumbent's Name: **Vacant**

Position Title: Housing & Campus Services Coordinator – APP D Payband: H

Position Code/Number (if applicable): S00273

Scheduled No. of Hours _____ 35/wk _____

Appointment Type: 12 months less than 12 months

Supervisor's Name and Title: Rob Marsh, General Manager, Housing Services

Completed by: Rob Marsh

PDF Date: November 3, 2020

Signatures:

Incumbent:
(Indicates the incumbent has read and understood the PDF)

Date:

Supervisor:

Date:

Instructions for Completing the PDF

1. Read the form carefully before completing any of the sections.
2. Answer each section as completely as you can based on the typical activities or requirements for the position and not on exceptional or rare requirements.
3. If you have any questions, refer to the document entitled "A Guide on How to Write Support Staff Position Description Forms" or contact your Human Resources representation for clarification.
4. Ensure the PDF is legible.
5. Responses should be **straightforward and concise using simple factual statements.**

Position Summary

Provide a concise description of the overall purpose of the position.

Support Staff PDF

Reporting to the General Manager (GM), Housing Services the incumbent is responsible to coordinate the operational aspects of the Sutherland and Frost Residence properties to support the success of students living in residence. This includes, but is not limited to, residence admissions process, occupancy management, property operations, financial administration and directing front-line services and student workers.

As part of the Campus Services team, the incumbent shares responsibility to assist students with services related to Residence Conference Services, Campus One Card and Food Services.

Duties and Responsibilities

Indicate as clearly as possible the significant duties and responsibilities associated with the position. Indicate the approximate percentage of time for each duty. Describe duties rather than detailed work routines.

| | Approximate % of time annually* |
|--|---------------------------------|
| <p>Residence Admissions & Occupancy Management</p> <ul style="list-style-type: none"> • Under the general direction of the GM, Housing Services, work with the Systems Administrator to design and coordinate the residence application process. Identify and resolve issues in accordance with established procedures and policies making decisions on admission with special attention to the student experience and residence contract • Manage student application records in StarRez (Housing operating system). Data must be inputted to the appropriate system, payments and charges accurately processed, waitlists established and maintained through the College Financial System and StarRez (Housing operating system). • Works under the guidance of the GM, Housing Services to develop and implement an annual and on-going room assignment process for the Sutherland and Frost residences including assignment records in StarRez (Housing operating system). This includes room transfers, reassignments, withdrawal and cancellations. • Responsible for on-going correspondence and follow-up with students to ensure payment deadlines are met and residence occupancy is maintained. • Assists the Residence Life Supervisor with accommodation requests related to accessibility and other student needs. Ensures appropriate placement and students records are maintained. • Develops annual business timelines and communication materials for each intake for approval by the GM, Housing Services. Ensures the material is accurate, reflects current residence policies and is prepared in a time appropriate manner. • Responds to general inquiries, by phone, e-mail, social media platforms, letter, or in person, regarding Residence Life, fees, due dates, etc. • Assist student, parents and staff with concerns and policy interpretations; responds verbally and/or in writing to inquiries or concerns and resolves situations of a non-routine nature. • Monitors and updates communication channels and materials (website, affinity pages, social). | <p>25%</p> |

Financial & Budget Support

25%

- Under the general direction of the GM, Housing Services and Manager, Campus Services, the incumbent will develop and implement processes related to residence, one card and food service fees, student charges and collection of housing & campus services revenue. This includes communications with students and staff regarding residence and/or one card services.
- Coordinate with Financial Services to ensure all student accounts are updated in accordance with College policies, procedures and timelines.
- Initiates and updates fee deferment payment with Financial Aid Officer and Cashier to ensure all fees are paid in full in a reasonable time frame. This requires ongoing tracking as well as keeping the GM, Housing Services informed of changes.
- Maintains residence student accounts in StarRez (Housing operating system) including charges, payments and refunds/credits.
- Coordinates the fee collection process and communicates with students with outstanding accounts, which may include meeting with students to make payment arrangements. Ensures financial collection process is followed and issues are appropriately escalated as defined by established procedures.
- Analyzes student financials for preparation of reporting, financial reconciliation and coordination of data with College Financial Systems.
- Ensures deposits, post-dated cheques, and petty cash floats are secured in Housing Services safe.
- Prepares bank deposits on a daily basis. Deposits are generated through the College Financial Systems as well as manual reporting.
- Initiates the purchase order system; creating, managing purchase orders using the College Financial System, then receives invoices and forwards to accounting for payment.
- Liaises with the accounting and management information system offices to ensure proper procedures are in place for payment and refunds as well as queries on the residents.
- Assists with budget preparation and monitoring using College Financial Systems, and long term capital and one-time expenses.
- Prepares reports for analysis to track financial performance and other forms of operational performance as required.

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| <p>Housing & Campus Services Office</p> <ul style="list-style-type: none"> • Establishes and implements service standards and operating procedures for the Housing Services Office. • Coordinates the delivery of front-line services related to Housing & Campus Services.. This includes designing, implementation and supporting new business processes as they relate to campus services (housing, one card, food services). This includes coordinating administrative support to issuing cards, responding to inquiries and implementing service enhancements. • Provides training and providing direction to student workers working at service counters related to housing & campus services • Interprets residence, one card & food service agreements and information for students so they can make informed decisions as to how their actions will impact them. • In collaboration with campus mail services, assists in the mail services process for staff and students living in residence including receiving, signing for, sorting and delivering mail and packages. Ensures received mail is securely stored and items comply with appropriate policies and applicable laws. • Coordinates or delivers tours to incoming residents. • In the absence of the manager, makes decisions when student's accommodation, one card and access to food services are affected, being prepared to enforce policies/procedures and community standards as it affects the health and safety of students. | <p>20%</p> |
| <p>Property Operations & Key Management</p> <ul style="list-style-type: none"> • Assists with the development and implementation of semester move-in and move-out processes including student communications, keys, room inspections, cleaning scheduled and quality assurance. • Performs routine rounds of the residence buildings and create work orders to address any deficiencies • Conducts condition assessments of the student suites & bedrooms ensuring accurate records are maintained. Records are utilized to assess damages and appropriate charges when applicable. • Directly communicates with students in residence regarding their condition of their suites/bedrooms. Follows up to ensure appropriate resolution, escalating sensitive work orders promptly to ensure health & safety related concerns are addressed. • Direct maintenance and repair work throughout the residence through the use of work orders, following up to ensure completion assigning repairs to the appropriate party (College maintenance, contractor, cleaning, student workers). • Monitors to status of work orders to ensure tasks are completed based on established timelines, escalating unresolved work to the GM, Housing Services. • Assesses cost of repairs and assigns charges to student accounts. • Guidance of summer student workers. Assist in preparing work lists for students, follow up to ensure work is done and done well. • Responsible for key inventory, quality control and maintaining the StarRez (Housing operating system) key database • Responsible for key assignments for students, replacements and charges to students for lost keys • Responsible for key access and controls for staff, student workers, contractors etc. • Identifies and resolves key issues and ensuring repairs are complete • Completes key inventories and audits are completed based on established procedures. • Be knowledgeable of emergency response procedures and implement as required. | <p>25%</p> |

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| Other related duties as assigned | 5% |
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1. Education

A. Check the box that best describes the **minimum** level of **formal** education that is required for the position and specify the field(s) of study. Do not include on-the-job training in this information.

- Up to High School 1 year certificate 2 year diploma
- Trade certification 3 year diploma / degree 4 year degree or 3 year diploma / degree plus professional certification
- Post graduate degree (e.g. Masters) or 4 years degree plus professional certification

Field(s) of Study:

3 year diploma/degree in business studies, business analysis, finance, systems administration or related discipline.

B. Check the box that best describes the requirement for specific course(s), certification, qualification, formal training or accreditation in addition to and not part of the education level noted above and in the space provided specify the additional requirement(s). Include only the requirement that would typically be included in the job posting and would be acquired prior to the commencement of the position. Do not include courses that are needed to maintain a professional designation.

- No additional requirements
- Additional requirements obtained by course(s) of a total of 100 hours or less
- Additional requirements obtained by course(s) of a total between 101 and 520 hours
- Additional requirements obtained by course(s) of a total of more than 520 hours

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| | First Aid and CPR |
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2. Experience

Experience refers to the minimum time required in prior position(s) to understand how to apply the techniques, methods and practices necessary to perform this job. This experience may be less than experience possessed by the incumbent, as it refers only to the minimum level required on the first day of work.

Check the box that best captures the typical number of year of experience, in addition to the necessary education level, required to perform the responsibilities of the position and, in the space provided, describe the type of experience. Include any experience that is part of a certification process, but only if the work experience or on-the-job training occurs after the conclusion of the educational course or program.

- Less than one (1) year
- Minimum of one (1) year
- Minimum of two (2) years
- Minimum of three (3) years

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X Minimum of five (5) years

- Experience as a 'major user' of College Financial Systems (Evolve) and Housing Operating & Financial Systems (StarRez). Experience using advanced word processing, graphics, databases, spreadsheets, and pivot tables.
- Experience leading operations in a college/university residence environment or property management role with working knowledge of related Residence policies and procedures and the Residential Tenancies Act (RTA), AODA & MFIPPA
- Project management experience from inception to execution.
- Experience coordinating and directing the work of others in an office environment to deliver student centric services across multiple service counters.
- Experience coordinating and conduct physical quality assurance inspections of facilities to audit and report on facility conditions and to complete residence room inspections.
- Experience managing keys and access cards. Work includes audits, quality assurance, and record management with a high attention to detail.
- Experience tracking and updating facility condition records, inventory and identifying spaces for work orders or repairs.
- Experience responding to student health & safety crises such as suicidal type behaviour, medical emergencies, facility emergencies, severe anxiety and/or sexual assault conduct being reported.
- Experience designing and implementing new operating processes including documentation, system administration, reporting and end user training.
- Experience with managing accounts receivable, reconciliation, financial administration and tracking budgetary expenditures.
- Experience analyzing financial data and creating financial reports.
- Experience in record management practices and budget preparation.

□ Minimum of eight (8) years

3. Analysis and Problem Solving

This section relates to the application of analysis and judgement within the scope of the position.

The following charts help to define the level of complexity involved in the analysis or identification of situations, information or problems, the steps taken to develop options, solutions or other actions and the judgement required to do so.

Please provide up to three (3) examples of analysis and problem solving that are regular and recurring and, if present in the position, up to two (2) examples that occur occasionally:

#1 regular & recurring

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| Key issue or problem encountered. | Student appears at the Housing Services office and is upset about an issue with her father. The student informs the incumbent that she does not want her father contacting her and she explains that she has been experiencing severe anxiety and feels unsafe. |
| How is it identified? | Student presents themselves to the incumbent with tears in their eyes, states they are upset and discloses personal information. |
| Is further investigation required to define the situation and/or problem? If so, describe. | Further investigation is required by the incumbent to determine the course of action required. Depending on the severity of the issue, student will be referred to the appropriate resource e.g. manager, director, counselling, campus security or police. |
| Explain the analysis used to determine a solution(s) for the situation and/or problem. | The incumbent must have an understanding of the complex social issues students face and be able to ascertain whether there are immediate safety concerns and/or longer term counselling issues that need to be addressed for the student's well-being. Through a fact finding conversation with the student, the incumbent would ask a series of open-ended questions to help identify the potential problem. |
| What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines). | The incumbent may contact campus services and/or counselling services to arrange an emergency intake, refer to campus security, Supervisor of Residence Life, external community services, or local emergency services. |

#2 regular & recurring

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| Key issue or problem encountered | After semester start-up, the residence operating budget indicates less money has been received for the fall semester than was originally budgeted for in residence ancillary revenues. |
| How is it identified? | Regular and on-going review and comparison of amounts budgeted in fall revenue account using College Financial Systems and Housing Financial & Operating Systems as student accounts are updated and charges are loaded. |
| Is further investigation required to define the situation and/or problem? If so, describe. | Regular contact with Financial Aid, Cashier and Accounting Services to compare financial information with residence records to identify potential discrepancies. Adjustments are made as necessary to student account and revisions are made to budget projections. |
| Explain the analysis used to determine a solution(s) for the situation and/or problem. | Finance Services provides a spreadsheet indicating students with impending outstanding financial balances. Accounts are analyzed and cross-referenced with residence student records. Inconsistencies are identified and examined to determine justification of the data and revised where applicable. This information is provided back to Finance Services. |

What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).

Residence records are set-up, maintained and tracked using various spreadsheets. College Financial Systems, established financial data collection practises, and the comparison of statistical information from prior semesters are utilized.

#3 regular & recurring

Key issue or problem encountered

Errors identified with statistical data for One Card usage in daily reconciliation operations and/or budget preparation / comparisons.

How is it identified?

Incumbent is able to determine reconciliation figures are not consistent with known / predictable transactional history. Review of transaction counts and card activity at end user locations.

Is further investigation required to define the situation and/or problem? If so, describe.

Detailed review of transaction summaries and data fields to access the scope of the issue and known time/date errors began. Reconciliation of transactions across numerous platforms is required to identify the issue. The incumbent would propose the required adjustment, consulting with Finance Services, to resolve the issue. Documentation of the journal entry and adjustment would be required to ensure appropriate records management practices.

Explain the analysis used to determine a solution(s) for the situation and/or problem.

Troubleshooting replication errors to assist in the identification of when failure(s) are occurring. Daily validation testing, including checking for missing data items, valid codes, and valid values. Sorting through transition records, review of formulas, and all user logs for the impacted period.

What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).

Transaction History
 Past experience
 ITS
 One Card Vendor
 Supervisor

#1 occasional (if none, please strike out this section)

Key issue or problem encountered

Residence student reports to the residence office that they are not getting along with their roommate and believe they are being bullied. The resident wants to be moved to another space immediately or will contact the President's Office because they are being harassed.

How is it identified?

Residence student contacts the Housing Services office directly and the issue is escalated to the incumbent by a student worker.

Is further investigation required to define the situation and/or problem? If so, describe.

The incumbent would talk privately with the resident to further understand the issue and behaviours associated with the complaint. This would involve understanding the bullying/harassing behaviour, interactions and whether other Fleming staff have been involved to date.

Explain the analysis used to determine a solution(s) for the situation and/or problem.

Through a fact finding discussion with residence student the incumbent will have a series of detailed questions to ask the student and techniques to use in order to help identify the potential problem. This may include arranging a temporary relocation in residence to maintain a health & safe environment while the issue is investigated.

What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).

Solution(s) are determined by the Student Rights & Responsibilities Police, Residence community standards, Residence occupancy management protocols and the College Harassment & Discrimination Policy based on the severity of the incident(s).

#2 occasional (if none, please strike out this section)

Key issue or problem encountered

Student crisis situation. Student is extremely upset due to their One Card not working and they cannot access the building or purchase food on-campus. The card stopped working two days ago and report they haven't really eaten since yesterday.

How is it identified?

Student comes to the Office and complains their one card is not working so they do not have access to their residence building and cannot purchase Food at the cafeteria, informs incumbent that have not eaten today and has a class starting in 15 minutes.

Is further investigation required to define the situation and/or problem? If so, describe.

Incumbent will need to validate user and card authorization. Immediately investigate further and probe student with basic troubleshooting questions to determine scope, e.g. recent transaction history, specific functionality not working.

Explain the analysis used to determine a solution(s) for the situation and/or problem.

The incumbent would conduct an analysis of card activity and work to replicate error(s) to determine issue and develop a resolution. This may include the issuing of a new card and/or changes to user account settings. Run multiple testing patterns to ensure issue has been resolved.

What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).

Past Experience
 One Card/Key Scan vendor
 ITS
 Supervisor or Business Analyst

#3 occasional (if none, please strike out this section)

Key issue or problem encountered

Residence student arrives at the Housing Services office and informs the incumbent that they suspect there is mold in their suite.

How is it identified?

Residence student informs incumbent of the issue or the issues is brought forward from Residence Life Staff on behalf of the student

Is further investigation required to define the situation and/or problem? If so, describe.

The incumbent would speak with the student to verify the exact location of the suspected mold and escalate the issue to maintenance to go to the suite and confirm the issue. Based on the situation and findings the incumbent may be required to arrange an alternate living space for the students impacted. This would required coordination and ongoing communication with Housing Services administrators.

Explain the analysis used to determine a solution(s) for the situation and/or problem.

The incumbent would speak with residence maintenance worker to confirm issue, and involved the General Manager, Housing Services to consult with the Manager, Health & Safety to determine the extent of the issue and potential student risk. Factors used in include; the current health of the students, health risk to the students, potential impact to students living environment, type and location of mold, the time of day issue reported, the other students impacted and alternate living spaces available.

What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).

If the incumbent was not able to contact the residence maintenance worker or appropriate manager, they would contact the Manager, Health & Safety or alternate, directly. Past practises and safety standards are used in the solution-making process.

4. Planning/Coordinating

Planning is a proactive activity as the incumbent must develop in advance a method of acting or proceeding, while coordinating can be more reactive in nature.

Using the following charts, provide up to three (3) examples of planning and/or coordinating that are regular and recurring and, if present in the position, up to two (2) examples that occur occasionally:

#1 regular & recurring

List the project and the role of the incumbent in this activity.

Coordinates the residence application process for the upcoming Fall/Winter intake working the Housing Services team..

What are the organizational and/or project management skills needed to bring together and integrate this activity?

The application process occurs each semester and this project includes rolling over important dates, establishing key milestones and deliverables, confirming payment dates, updating communication materials and developing an occupancy management model. The work involves identifying and designating task and completion timelines in cooperation with the Housing Services staff. The process includes monitoring applications, processing payments, sending room offers, managing acceptances, waitlists, and cancellations.

Communication includes correspondence with current students, prospective students, parents, student staff and professional staff. Communication materials include Open House marketing information, website, and printed materials. .

As students accept rooms the incumbent shifts to manage occupancy taking into consideration identified gender, accommodation requests, student profiles and other room placement factors. It is critical to consider all factors to maximize occupancy while balancing student profiles to create a living-learning environment conducive to student success. Intake process includes monitoring payments, applying late payment fees, collections and cancellations.

Errors can lead to unbudgeted vacancies, roommate conflict, and students withdrawing from residence.

List the types of resources required to complete this task, project or activity.

Knowledge is gained through experience, consultation with the GM, Housing Services, Residence Life Supervisor, Business Analyst and possibly consultation with other College Departments.

How is/are deadline(s) determined?

Residence applications process aligns with the College application process as determined by the GM, Housing Services.

Application and payments dates align with the Residence Agreement

The intermediate business process is established with the Housing Services team and approved by the GM, Housing Services.

Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.

Changes to the project are initiated in response to the strategic direction of the department/division based on student need and/or operational efficiency as determined by the GM, Housing Services.

The incumbent, working in cooperation with the Housing Services team, to identify impacts on others. For example, changing the application process from a lottery to first-come, first-served model has significant impact on College enrolment and marketing efforts.

#2 regular & recurring

List the project and the role of the incumbent in this activity.

Coordinates the collection and tracking of fees and student campus service accounts that includes residence, food and campus service fees, deposits, and other funds.

What are the organizational and/or project management skills needed to bring together and integrate this activity?

Incumbent must have a thorough knowledge of fee payment deadlines, external funding guidelines, and accounting principles.

Current and accurate financial information needs to be tracked in order to ensure all charges have been loaded, payments have been received, fees correctly allocated and the student account is accurate.

Project management skills are required to establish outcomes, milestones, key dates and required resources in a timely fashion to ensure a positive student experience and satisfaction with administrative services.

Upon withdrawal of services, the incumbent must process refunds coordinating work with the Registrar's Office and finance to credit the student's account correctly and in a timely manner.

List the types of resources required to complete this task, project or activity.

Consulting with the Residence Life Manager, Financial Aid Office, Accounting Department, and Cashier. Following Residence timelines. Using Evolve to process payments and refunds, and spreadsheets and StarRez to accurately record financial transactions.

How is/are deadline(s) determined?

Residence and College policy dictates appropriate time frames relating to fee collection.

Internal policy dictates the sharing of various financial information.

Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.

Housing & Campus Services financial processes aligns with the College financial process.

Payment and refund dates align with the Residence, Food Service and One Card Agreements.

The intermediate business process is established with the Housing Services team and approved by the GM, Housing Services and Manager, Campus Services.

Exceptions to the established process must be made in consultation with the appropriate supervisor. For example, a student may request waiving the residence cancellation fees based on a medical exception.

#3 regular & recurring

List the project and the role of the incumbent in this activity.

Coordinates the collection and tracking of residence meal plans and One Card funds (Fleming cash).

What are the organizational and/or project management skills needed to bring together and integrate this activity?

Incumbent must have a thorough knowledge of fee payment deadlines, meal plan offerings, campus services and College accounting processes.

Current and accurate meal plan financial information needs to be tracked in order to ensure all payments have been received and proper payment is provided to the College food service provider.

Track and provide accurate records of meal plan payments to ensure accurate payment is made to the College food service provider.

List the types of resources required to complete this task, project or activity.

Consult with the GM, Housing Services, Manager, Campus Services, Financial Aid Office, Accounting Department, College food service provider and Cashier to align the front and back office processes related to loading meal plan and Fleming cash funds on student One Cards

Using College Financial Systems and Housing Financial & Operating Systems to process payments and refunds to accurately record financial transactions.

How is/are deadline(s) determined?

Residence policy dictates appropriate time frames relating to fee collection and payment to College food service provider.

Internal policy dictates the sharing of various financial information.

Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.

Housing & Campus Services financial processes aligns with the College financial process.

Payment and refund dates align with the Residence, Food Service and One Card Agreements.

The intermediate business process is established with the Housing Services team and approved by the GM, Housing Services and Manager, Campus Services.

Exceptions to the established process must be made in consultation with the appropriate supervisor. For example, a student is not able to make full payment on the due date.

The appropriate supervisor may decide to allow a date extension to the student

#1 occasional (if none, please strike out this section)

List the project and the role of the incumbent in this activity.

Organizing the major move-in of students (September) and the major move-out of students (April) under the general direction of the GM, Housing Services.

What are the organizational and/or project management skills needed to bring together and integrate this activity?

Long term project planning from move in to move out with a variety of start dates as processes occur concurrently. Must coordinate the offers, maintain waitlist, and process fees.

For move-in, incumbent must have a good knowledge of the significant amount of materials needed and have said materials ready (inspection forms, keys, chubb cards, files, signage, etc) and have rooms assigned and all details organized before students arrive. Notes for any outstanding amounts must be in student file and funds must be collected prior to move-in. Each resident must have their one card access confirmed and steel keys issued ensuring there are no errors through a quality assurance process.

The incumbent will coordinate the physical preparation of the student bedrooms to ensure cleaning and work orders are complete to a high-standard. This includes providing training to other staff to complete the work and a physical walk-through of all spaces. This required the incumbent to create standard operating procedures and checklists to ensure quality.

For move-out, incumbent must have a good knowledge of materials needed as well as an understanding of the process of students moving out (handing in keys, refunds, collecting any outstanding amount, answering questions, room inspections, signage, etc.)

Once students have moved out the incumbent will coordinate the room inspection process to identify any damages and submit work orders or project repair lists. The inspection process requires staff training to ensure consistency in the evaluation and interpretation of charges.

List the types of resources required to complete this task, project or activity.

For move-in, incumbent must have accurate student records to ensure students moving in have paid and all documentation completed. Need records to include correct keys for students and any documents that may require signing or giving to student

For move-out, incumbent must have accurate student records to collect any outstanding charges, and ensure all keys have been collected before caution refund is initiated. Documentation is reviewed for next cycle.

How is/are deadline(s) determined?

Deadline is determined by move-in/out dates that are established by the GM, Housing Services and documented in the Residence Contract

Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.

The GM, Housing Services makes any decisions regarding changes to move-in/out. Manager may question incumbent about the impact a change in policy or procedure may have on the students or others.

For example, Manager may change move-in from 1-day to 3-days. The incumbent would need to recalibrate the move-in process, re-orient staff, adjust scheduling and revise the quality assurance process.

Residence Manager may decide extend move-out for students travelling more than 5 hours. This would involve revising the turnover timeline, adjusting the turnover cleaning procedure, staggering staff schedules, scheduling move-out inspections

#2 occasional

List the project and the role of the incumbent in this activity.

Creating statistical reports for use in daily operation and/or budget preparation.

Maintain reports and keep information updated, provide data when required.

What are the organizational and/or project management skills needed to bring together and integrate this activity?

The incumbent must have an understanding of StarRez query design and configuration in order to extract the correct information. Reports must be created and maintained in StarRez with ongoing updates.

Information may need to be cross referenced with data from Evolve to ensure accuracy in both systems.

Excel spreadsheets are created and maintained allowing for the comparison of monthly/yearly reporting, data trend analysis and business planning.

List the types of resources required to complete this task, project or activity.

The incumbent must have knowledge of all the systems being used to obtain data (StarRez, Evolve, Excel). Must also have appropriate access in these systems to collect information.

The incumbent must have an understanding of student financial files in order to ensure that the data collected is accurate.

The incumbent must have a sound understanding of budget projections/targets, occupancy models, residence business practices and business plans to prepare meaningful reports and analysis to inform decisions.

How is/are deadline(s) determined?

Deadlines for budget preparation are established by Budget Services.

Monthly, quarterly, annual and ad hoc business performance reporting deadlines are established by the GM, Housing Services.

Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.

Manager will request information for operational or budgetary purposes. The incumbent and Manager will identify whether the changes have an impact on others.

For example, Manager may request the incumbent to research alternative residence cancellation fees pulling market data from other institutions, proposing two or three options, analyzing the financial impact of those options and operational impacts.

The Manager ask the incumbent to compile data over the past 3 years related to residence room gender requests. The incumbent would be asked to analyze the implications of a changing to a 100% mixed gender model. Factors to consider would include level of roommate conflict in same gender versus mixed gender suites; analysis whether gender impacts likeliness to withdrawal; student satisfaction in residence based on same-gender or mixed-gender suite assignment

5. Guiding/Advising Others

This section describes the **assigned responsibility** of the position to guide or advise others (e.g. other employees, students). Focus on the actions taken (rather than the communication skills) that directly assist others in the performance of their work or skill development.

Though Support Staff cannot formally "supervise" others, there may be a requirement to guide others using the incumbent's job expertise. This is beyond being helpful and providing ad hoc advice. It must be an assigned responsibility and must assist or enable others to be able to complete their own tasks.

Check the box(es) that best describe the level of responsibility assigned to the position and provide an example(s) to support the selection, including the positions that the incumbent guides or advises.

| Regular & Recurring | Occasional | Level | Example |
|---------------------|------------|---|---|
| X | | Minimal requirement to guide/advise others. The incumbent may be required to explain procedures to other employees or students. | <p>Escalated contact point for the office, the incumbent answers questions about the Housing & Campus Services and general questions about the College.</p> <p>First contact with student workers to provide direction related to office services & administrative tasks.</p> <p>Explains and interprets the residence, one card & food service agreement to students, primarily residents.</p> |
| X | | There is a need for the incumbent to demonstrate correct processes/procedures to others so that they can complete specific tasks. | <p>Demonstrate office procedures to Housing & Campus Service staff and student workers and monitor outcomes to ensure procedures are followed properly.</p> <p>Regular onboarding & training with the student workers to remind them, as necessary, about proper office protocol and procedures.</p> <p>Assist with the recruitment, training and communicating with student workers & volunteers</p> <p>Regular contact with all student workers positions to complete various assigned tasks to ensure the efficient operation of the Housing & Campus Services office, e.g. printing one cards, filing, mail & parcel distribution</p> |
| | | The incumbent recommends a course of action or makes decisions so that others can perform their day-to-day activities. | |

| | | |
|-----------------|---|--|
| <p>X</p> | <p>The incumbent is an active participant and has ongoing involvement in the progress of others with whom he/she has the responsibility to demonstrate correct processes/procedures or provide direction.</p> | <p>Directs the work of the Housing & Campus Services student workers.</p> <p>Advise Residence Life Staff and assist in their training.</p> <p>Monitor the completion of tasks as executed by student workers related to Housing Services, one card, food service and conferences in residence throughout the year.</p> |
| <p>X</p> | <p>The incumbent is responsible for allocating tasks to others and recommending a course of action or making necessary decisions to ensure the tasks are completed.</p> | <p>The incumbent will identify and assign administrative tasks related to housing, conference stays in residence and campus services to student workers.</p> |

6. Independence of Action

Please illustrate the type of independence or autonomy exercised in the position. Consideration is to be given to the degree of freedom and constraints that define the parameters in which the incumbent works.

| | |
|---|---|
| <p>What are the instructions that are typically required or provided at the beginning of a work assignment?</p> | |
| <p>Regular and Recurring</p> | <p>Occasional (if none, please strike out this section)</p> |
| <p>New tasks or changes in direction are discussed with Manager. Changes are directed by residence or campus services policy, safety, or verbal / written direction from the Manager.</p> | |
| <p>What rules, procedures, past practices or guidelines are available to guide the incumbent?</p> | |
| <p>Regular and Recurring</p> | <p>Occasional (if none, please strike out this section)</p> |

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| | |
|---|--|
| <p>Residence & Campus Services policies and procedures, Residence, One Card & Food Service Agreements, Residence business process timeline, Residence important dates, Departmental work plan & objectives. College Policies and Procedures, RAcademic Schedule, Evolve and StarRez manuals, Financial/Purchasing Policies, , Harassment & Discrimination Policy, Students Rights and Responsibilities. RezNet Policies & Procedures, IT Appropriate Use Policy, VOIP Polices & Procedures. Occupational Health and Safety Guidelines</p> | |
|---|--|

| | |
|--|---|
| <p>How is work reviewed or verified (eg. feedback from others, work processes, Supervisor)?</p> | |
| <p>Regular and Recurring</p> | <p>Occasional (if none, please strike out this section)</p> |
| <p>Most work is performed independently and reviewed as needed Expected to proof read work and perform quality assurance/auditing of processes Regular review of financial performance and budget status. Regular communication/update/review with the appropriate supervisor</p> | |

6. Independence of Action

| | |
|--|---|
| <p>Describe the type of decisions the incumbent will make in consultation with someone else other than the Supervisor?</p> | |
| <p>Regular and Recurring</p> | <p>Occasional (if none, please strike out this section)</p> |

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Incumbent will initiate/identify processes often in collaboration with other areas on campus (i.e. Financial Assistance, admissions, accounting, and prepare plan and communicate to students/staff for both campuses).

Financial Aid/Cashier's Office – contact with Financial Aid Staff to ascertain external funding, bursaries, and other funding regarding residence student accounts. Contact Cashier's office to coordinate processing refunds.

Housing & Campus Service staff – consultation on process design and execution. Daily communication concerning day-to-day operations of the residence.

International Office – contact with International Student Services to follow up with inquiries from International students, payment and completion of paperwork from those students.

Describe the type of decisions that would be decided in consultation with the Supervisor.

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| Regular and Recurring | Occasional (if none, please strike out this section) |
|---|--|
| <p>Identification of unusual problems referred to the appropriate supervisor for solution or alternative. This could relate to cleaning, maintenance, security, student behaviour, financial or outside inquiry.</p> <p>Health & Safety issues or unresolved maintenance issues.</p> <p>Appropriate placement of a student based on an identified accommodation/accessibility need.</p> <p>Relocation of a resident based on an identified need.</p> <p>A student worker issue where it affects the team requires identification of potential conflict, performance management or supervisor input or intervention.</p> | <p>Exceptions related to the Residence, One Card or Food Services agreements.</p> <p>New tasks or changes in direction.</p> <p>Exceptions to established operating procedures.</p> <p>Approving expenditure that would exceed the allocated budget</p> <p>Student incident reports that are as a result of a violation of the Residence Community Standards and/or Student Rights & Responsibilities Policy.</p> <p>Aggressive or abusive clients (i.e. students, guests, parents, others) if incumbent identifies it necessary to refer to the manager.</p> <p>Police (or other agencies') requests for confidential information when the incumbents response is not respected.</p> <p>Exceptional repairs that are to be invoiced to student(s). Incumbent determines the actual costs, Supervisor will decide how and who to allocate the costs to.</p> |

| | |
|--|--|
| Describe the type of decisions that would be decided by the incumbent. | |
| Regular and Recurring | Occasional (if none, please strike out this section) |

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Organizes and develops format to clearly communicate information to potential residents to ensure they are aware of their privileges, expectations and financial timelines to prepare for their residence experience.

Any problems encountered (i.e. external funding irregularities) the incumbent would be expected to problem-solve or call resource personnel to resolve.

The incumbent must take the initiative to assess client needs, prioritize and respond to those needs quickly and regularly.

Any problems encountered (i.e. computer, network problems, financial discrepancies) the incumbent would be expected to problem-solve or call resource personnel to resolve.

The incumbent issues repair and cleaning charges to the appropriate parties.

Incumbent to assess a situation to determine the appropriate course of action, i.e. incumbent handles the situation or seeks out assistance from Student Staff, College Personnel or Community Services. As the incumbent may be alone in the residence complex they will need to contact supports as needed to assist with any issues.

7. Service Delivery

This section looks at the service relationship that is an assigned requirement of the position. It considers the required manner in which the position delivers service to customers. It is not intended to examine the incumbent's interpersonal relationship with those customers and the normal anticipation of what customers want and then supplying it efficiently. It considers how the request for service is received and the degree to which the position is required to design and fulfil the service requirement. A "customer" is defined in the broadest sense as a person or groups of people and can be internal or external to the College.

In the table below, list the key service(s) and its associated customers. Describe how the request for service is received by the incumbent, how the service is carried out and the frequency.

| Information on the service | | Customer | Frequency (D, W, M, I)* |
|---|---|---------------------------|----------------------------|
| How is it received? | How is it carried out? | | |
| Front line contact person for the Housing & Campus Services office | <ul style="list-style-type: none"> • Most information requests are fairly straight forward with an established process • Must question the person to ensure correct program, campus, and start dates are established. • If the incumbent cannot answer the question, then they will ask questions of the clients to determine who the inquiry should be forwarded to • Information requests can be in person, phone, e-mail or more rarely, by mail | Residence Students | D |
| | | Prospective Students | D |
| | | Parents | D |
| | | Public | D |
| Contact person for students issues regarding Housing & Campus Services. | <ul style="list-style-type: none"> • Work order requests are submitted by students, staff, and Campus Security • Clients questions and service problems are identified to incumbent | College Maintenance | D |
| Contact with PRD and/or IT Department | <ul style="list-style-type: none"> • Correspondence with PRD & IT • Ticket system, e-mail, phone calls | Contract Cleaning Company | D |
| | | Outside Contractors | I |
| | | IT Department | W |

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|--|---|---|---|
| <p>Contact person for the College Community regarding inquiries about Residence & Campus Service information</p> | <ul style="list-style-type: none"> • Provide information about room availability and information about Residence costs and facilities • Provide information about students to other departments in the College Community to assist with fee payment • Provide information to College Department to ensure the payment of invoices. | <p>Off-Campus Housing International Office Financial Aid & Cashier's Office Finance Department Purchasing Department Housing & Campus Services student workers</p> | <p>W M W W I D</p> |
|--|---|---|---|

* D = Daily W = Weekly M = Monthly I = Infrequently

8. Communication

In the table below indicate the type of communication skills required to deal effectively with others. Be sure to list both verbal (e.g. exchanging information, formal presentations) and written (e.g. initiate memos, reports, proposals) in the section(s) that best describes the method of communication.

| Communication Skill/Method | Example | Audience | Frequency (D, W, M, I)* |
|---|--|--|-------------------------|
| Exchanging routine information, extending common courtesy | Exchange student records and financial information, identify problems | Financial Aid Office, Records Staff | W |
| | Submit work orders to appropriate department or outside contractor, identify problems | Maintenance, Cleaners, IT, contractors, suppliers, service reps. | D |
| | Refer students, advertising vacant residence rooms. | Off campus housing | W |
| | Respond to requests for information and student tours | Liaison, public | D |
| | Provide information to International Students about availability of residence, costs, etc. | International Students, International Office | M |
| | | Student workers | D |
| | Housing & Campus Service office procedures | | |

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| | | | |
|--|---|---|--------|
| Explanation and interpretation of information or ideas | Provide fee information, confirmation of receipt of fees, identify potential problems | Financial Assistance Accounting | D D |
| | Refer students, discuss difficult interpersonal or sensitive situations. | Residence Life | W |
| | Housing systems administration requirements, IT work orders, Internet / phone issues | Business Analyst IT staff Housing & Campus Services staff | W |
| | Discuss problem situations; identify potential resolution based on policy, projects, and initiatives. | Housing & Campus Services staff Student workers Housing & Campus Services staff | D |
| | Liaison, lead service improvement projects, process redesign. | Parents, students and potential students | W |
| | Advise on policy, give guidance in terms of work timelines and documents | | D |
| | Advise re: policy and procedures, discuss options for payment of fees, resolve conflict, explain processes - Provides guidance to ensure accurate information and referrals | | D |
| Imparting technical information and advice | Providing technical instructions related to StarRez use by student workers or peers (as required) | Housing Services staff Student workers | M W |
| | Providing direction to student workers | Student workers | D |

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| | | | |
|----------------------------------|---|-----------------|---|
| Instructing or training | Provide orientation & training regarding work instructions to student workers at the front desk | Student workers | M |
| Obtaining cooperation or consent | Development of payment plans for residents with late payments | Students | M |
| Negotiating | | | |

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9. Physical Effort

In the tables below, describe the type of physical activity that is required on a regular basis. Please indicate the activity as well as the frequency, the average duration of each activity and whether there is the ability to reduce any strain by changing positions or performing another activity. Activities to be considered are sitting, standing, walking, climbing, crouching, lifting and/or carrying light, medium or heavy objects, pushing, pulling, working in an awkward position or maintaining one position for a long period.

| Physical Activity | Frequency (D, W, M, I)* | Duration | | | Ability to reduce strain | | |
|--|-------------------------|------------------|---------------------|-------------------|--------------------------|----|-----|
| | | < 1 hr at a time | 1 - 2 hrs at a time | > 2 hrs at a time | Yes | No | N/A |
| Sitting at desk when keyboarding and at meetings | D | | | X | X | | |
| Physical inspections of residence buildings and grounds. | W | | X | | X | | |
| Sorting mail & parcels | I | X | | | X | | |
| | | | | | | | |
| | | | | | | | |

* D = Daily W = Weekly M = Monthly I = Infrequently

If lifting is required, please indicate the weights below and provide examples.

- Light (up to 5 kg or 11 lbs)
- Medium (between 5 to 20 kg or 11 to 44 lbs)
- Heavy (over 20 kg or 44 lbs)

| |
|-------------------|
| |
| Parcels, supplies |
| |

10. Audio Visual Effort

Describe the degree of attention or focus required to perform tasks taking into consideration:

- the audio/visual effort and the focus or concentration needed to perform a task and the duration of the task, including breaks (eg. up to 2 hours at one time including scheduled breaks)
- impact on attention or focus due to changes to deadlines or priorities
- the need for the incumbent to switch attention between tasks (eg. multi-tasking where each task requires focus or concentration)
- whether the level of concentration can be maintained throughout the task or is broken due to the number of disruptions

Provide up to three (3) examples of activities that require a higher than usual need for focus and concentration.

| Activity #1 | Frequency (D, W, M, I)* | Average Duration | | |
|---|----------------------------|------------------|------------------|------------------|
| | | Short < 30 mins | Long up to 2 hrs | Extended > 2 hrs |
| Data Input | D | X | | |
| Can concentration or focus be maintained throughout the duration of the activity? If not, why? X Usually Sometimes concentration is difficult to maintain due to phone calls or students/public at the counter requiring assistance. No | | | | |

| Activity #2 | Frequency (D, W, M, I)* | Average Duration | | |
|---|----------------------------|------------------|------------------|------------------|
| | | Short < 30 mins | Long up to 2 hrs | Extended > 2 hrs |
| Auditing financial accounts & reporting | W | | X | |
| Can concentration or focus be maintained throughout the duration of the activity? If not, why? X Usually Sometimes concentration is difficult to maintain due to phone calls or students/public at the counter requiring assistance. No | | | | |

| Activity #3 | Frequency (D, W, M, I)* | Average Duration | | |
|---|----------------------------|------------------|------------------|------------------|
| | | Short < 30 mins | Long up to 2 hrs | Extended > 2 hrs |
| Completing daily financial deposits | D | X | | |
| Can concentration or focus be maintained throughout the duration of the activity? If not, why? X Usually Sometimes concentration is difficult to maintain due to phone calls or students/public at the counter requiring assistance. No | | | | |

* D = Daily W = Weekly M = Monthly I = Infrequently

11. Working Environment

Please check the appropriate box(es) that best describes the work environment and the corresponding frequency and provide an example of the condition.

| Working Conditions | Examples | Frequency (D, W, M, I)* |
|---|---|-------------------------|
| <input checked="" type="checkbox"/> acceptable working conditions (minimal exposure to the conditions listed below) | Shared multifunctional working environment. | D |
| <input type="checkbox"/> accessing crawl spaces/confined spaces | | |
| <input checked="" type="checkbox"/> dealing with abusive people | Students when dealing with residence discipline/policy decision | I |
| <input type="checkbox"/> dealing with abusive people who pose a threat of physical harm | | |
| <input checked="" type="checkbox"/> difficult weather conditions | Walking around the residence village to assess financial costs of damages | I |
| <input type="checkbox"/> exposure to extreme weather conditions | | |
| <input type="checkbox"/> exposure to very high or low temperatures (e.g. freezers) | | |
| <input type="checkbox"/> handling hazardous substances | | |
| <input checked="" type="checkbox"/> smelly, dirty or noisy environment | Fire alarms can be noisy at times. Entering students private bedrooms (e.g. personal belongings blocking access, garbage. | I |
| <input type="checkbox"/> travel | | |
| working in isolated or crowded situations | | |
| other (explain) | | |

D = Daily M = Monthly W = Weekly I = Infrequently