

POSITION DESCRIPTION FORM (PDF)

Temporary Part-time Support Staff

Position Title: Coordinator, Housing & Residence Life Operations

Position Number: [Click here to enter text.](#) **Pay Band:** 9

Reports To: Manager, College Services (dotted line to Director, Student Experience & Athletics)

Appointment Type: Other-details at right. **“Other” Hours Details:** [Click here to enter text.](#)

Scheduled Weekly Hours (maximum 24 hours per week): up to 24

PDF Completed By (Manager Name): Matt Markovic

Effective Date: August 2022 **Last Revision:** August 4, 2022

SIGNATURES

Incumbent: _____ **Date:** _____

(indicates incumbent has read and understood the Position Description Form details)

Supervisor: _____ **Date:** _____

(indicates the supervisor has authorized and assigned the duties & responsibilities in the PDF)

NOTE: Please return the original PDF to HR Operations (Michelle Bozec) as soon as it has been signed. Thank you.

PART ONE:

POSITION SUMMARY

Reporting to the Manager, College 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.

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.

As part of the Residence Life team, the incumbent provides operational support to assist students and staff with operational aspects of the Sutherland and Frost Residence Life program. This includes administrative support in the areas of finance, human resources, and conduct, as well as Residence Life Mentor (student staff) training.

KEY DUTIES & RESPONSIBILITIES

Indicate as clearly as possible the significant duties and responsibilities associated with the position. Indicate the approximate percentage of time for each duty. Keep sentences short, simple and to the point. *TIP: Describe major clusters of functional work rather than detailed individual work routines and procedures.* Do not use allocations of less than 5%.

	Summary Details	Percentage %
1	<p>Residence Admissions & Occupancy Management</p> <ul style="list-style-type: none"> Under the general direction of the Manager, College 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 Manager, College 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 Coordinator with accommodation requests related to accessibility and other student needs. Ensures appropriate 	25%

	Summary Details	Percentage %
	<p>placement and students records are maintained.</p> <ul style="list-style-type: none"> • Develops annual business timelines and communication materials for each intake for approval by the Manager, College 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). 	
2	<p>Financial & Budget Support</p> <ul style="list-style-type: none"> • Under the general direction of the Manager, College 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 Manager, College 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. • Prepares bank deposits on a daily basis. Deposits are generated through the College Financial Systems as well as manual reporting. • 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. 	15%
3	<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 & 	20%

	Summary Details	Percentage %
	<p>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.</p> <ul style="list-style-type: none"> • 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. 	
4	<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 Manager, College 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 	25%

	Summary Details	Percentage %
	<ul style="list-style-type: none"> 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. 	
5	<p>Residence Life Support</p> <ul style="list-style-type: none"> Financial support – invoicing, filing documents, credit card and receipts reconciliation for Residence Life staff HR support – Organizing paperwork, assists with Residence Life Mentors hiring, sending documents to financial aid for funding and HR for hiring and payroll set-up, filing Residence Life Mentors paperwork Conduct support – booking meetings, damage assessment, inspections, fines Residence Life Mentors support – Residence Life Training and Office training Residence Life and Housing Operations cross over items – Inspection of damages in res life issues, reviewing costs and determining fines and outcomes Residence Life and Housing Operations cross over events: i.e. move-out day, move-in day, room assignments, signage around campus, fire alarm issues, fire drills Residence Life Programming: with an understanding of student development theory, supports the planning and implementation of educational and informational programming designed to enhance the academic and social experience for residence students Resident Student Support: Incumbent is available to respond to residence life inquiries and meet with residence students to support and intervene (i.e. with those in academic difficulty) to provide appropriate referral to college resources. Supports residents in transitioning to residence and college life. Supports Residence Life team with programming planning and implementation Supports Residence Life team in communicating residence protocols to residents 	10%
6	Other Duties As Assigned <i>(do not amend this section)</i>	5%

To calculate the relative percentage of time allocated to each cluster of key duties & responsibilities, remember to consider the total amount of hours this part-time position will normally work in a year.

For example:

An RPT position which normally works 24 hours per week for 10 months of the year would have approximately 960 annual hours (24 hrs/wk x 4 wks/month x 10 months). If this position is estimated to spend 5 hours per week completing a cluster of work associated with organizing and maintaining business files, you would allocate 20% to this function calculated as (5 hrs/wk x 4 wks/month x 10 months) divided by 960.

PART TWO:

TRAINING & TECHNICAL SKILLS

Indicate the minimum level of independent studies, formal education, internal and/or external training programs including professional and technical or apprenticeship courses necessary to fulfill the requirements of this position.

Formal Education Requirements:

Completion of a three (3) year college diploma or, three (3) university degree.

Field(s) of Study:

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

Other Vocational Certifications and/or Apprenticeships:

First Aid and CPR

EXPERIENCE

Specify the minimum number of months and/or years of practical experience in any related work necessary to fulfill the requirements of this position.

Practical Work Experience:

More than three years up to five years.

Additional Skills & Abilities:

- 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
- 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.