

# Student Job Opportunity in Housing & Residence Life

Toronto Metropolitan University houses 1100+ students in three residence buildings. Living and working in residence has many advantages, including the chance to develop community with people from Canada and around the world with the common identity of being a TMU student! The growth and development of the residence community is facilitated primarily by student leader positions with the Residence Life and the Residence Service Desk teams. These positions offer students a chance to apply their curricular learning in a practical setting, gain valuable leadership skills they will use throughout their lives and the distinct opportunity to impact the lives of incoming TMU students.

POSITION:	Residence Services Desk Agent
DEPARTMENT:	Housing & Residence Life
CONTRACT TERM:	August 10, 2026– May 1, 2027
REPORTING TO:	Reception & Residence Service Desk Facilitator
NUMBER OF POSITIONS:	38
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 in these areas will allow you to best support the communities we have living in our residences. Toronto Metropolitan University’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 well-being, 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. Toronto Metropolitan University 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.	
DUTIES & RESPONSIBILITIES	
A member of Residence Services Desk Staff is an individual who is capable of functioning independently while working as part of a team, attentive to details, and possesses excellent communication, customer service, problem solving, and multi -tasking skills. Residence Services Desk Staff are responsible for access control to Pitman Hall, Daphne Cockwell Complex, and the International Living/Learning Centre residences while also serving as an important source of information and support for residents and their guests. Duties Include: <ul style="list-style-type: none"><li>• <b>Access control</b> – Ensuring that only residents are permitted in the building, that guests are signed in appropriately, and that access to the parking garage is properly monitored.</li><li>• <b>Customer Service</b> – Ensuring that residents and their guests are greeted pleasantly and politely, passing along general and particular information about residences, TMU campus, and Toronto as a whole.</li><li>• <b>Administrative Duties</b> – Assisting residents in filing work orders for maintenance or cleaning. Managing the incoming and outgoing mail parcel system behind the desks. Assisting with check-ins for the Commuter Hostel program.</li><li>• <b>Support</b> – Connecting with residents on a personal level to provide the support and help they need in their transitional year. Using past and current experiences living on- and off-campus to share advice.</li><li>• <b>Programming</b> – Developing or assisting other staff with passive and active programming geared towards the residents.</li><li>• <b>Recruitment</b> – Supporting at least one Saturday Open House over the course of the year.</li><li>• <b>All other duties as assigned</b></li></ul> <p>Staff are required to be available to work over the Mid-Year Break.</p>	
QUALIFICATIONS	
<ul style="list-style-type: none"><li>• Must be a current TMU undergraduate student</li><li>• Excellent problem-solving skills</li><li>• Excellent customer service skills</li><li>• Excellent organizational skills</li><li>• Excellent knowledge required of Google Workspace software</li><li>• Demonstrates the ability to multitask or prioritize tasks as necessary</li><li>• Demonstrates the ability to connect well with others</li><li>• Highly engaged work ethic - able to work without supervision</li><li>• Excellent conflict resolution skills needed to deal with confrontational parents and students</li><li>• Must be extremely tactful, diplomatic, and understand the need for confidentiality</li><li>• Must be dependable and flexible to take alternate and additional shifts as needed</li><li>• Understanding of TMU Housing and its systems, procedures, and code of conduct an asset</li><li>• Hold a minimum 2.33 GPA</li></ul>	
REMUNERATIONS:	\$17.60 / hour for approx. 10-12 hours per week
CONTACT FOR INQUIRIES:	Monica Gamboa, Reception & Residence Service Desk Facilitator, res.hiring@torontomu.ca
DEADLINE TO APPLY:	Wednesday, January 14, 2026, at 11:59 pm – out of fairness for all applicants, this is not flexible.

Applications must be submitted online at <https://www.torontomu.ca/housing/hiring/how-to-apply/>  
Any questions can be directed to [res.hiring@torontomu.ca](mailto:res.hiring@torontomu.ca)