

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 complement to academics at Toronto Metropolitan University. Housing & Residence Life supports over 1,000 residents on-campus in all three of our current residences, specifically Pitman Hall (PIT), International Living/Learning Centre (ILC), and Daphne Cockwell Complex (DCC). It is the central administration that drives the three 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 whoever is granted the position. Toronto Metropolitan University is strongly committed to fostering diversity within our community. We encourage applications from members of groups that have been historically disadvantaged and marginalized, including First Nations, Metis and Inuit peoples, Indigenous peoples of North America, racialized persons, persons with disabilities, and those who identify as women and/or 2SLGBTQ+. All qualified candidates are encouraged to apply but applications from Canadians and permanent residents will be given priority.

POSITION:	Residence Service Desk Agent Lead
DEPARTMENT:	Housing & Residence Life
CONTRACT TERM:	August 12th, 2024 - April 26th, 2025
REPORTING TO:	Reception & Residence Service Desk Facilitator
NUMBER OF POSITIONS:	2
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 Residence Services Desk Lead 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, coaching, problem solving, and multi-tasking skills. Residence Services Desk Leads are responsible for keeping the Residence Service Desks up to date on all information and information-tracking systems. Residence Services Desk Leads work with the Reception and Residence Service Desk Facilitator to coordinate and deliver training to all Residence Services Desk Staff. Desk Duties Include: • Access control – Ensuring that only residents are permitted in the building, that guests are signed in appropriately, and access to the parking garage is properly monitored. • Customer Service – 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. • Administrative Duties – 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. • Support – Connecting with residents on a personal level to provide the support and help they may need in their transitional year. Using past and current experiences living on- and off-campus to share advice. • Programming – Developing or assisting other staff with passive and active programming geared toward the residents. • Recruitment – Supporting at least one Saturday Open House over the course of the year. Lead Duties Include: • Scheduling – Assisting with and organizing staff scheduling by using problem solving skills. • Training – Assisting Facilitator with developing and executing August and January training. • Programming – Organizing and managing the programming schedule and assisting staff with programming proposals. • Desk Organization – Tracking supplies as well as general organization of desk. Ensuring all systems and software are functioning. • Communication - Bi-weekly meetings with RSD Facilitator to review weekly events, staff wellness, operational issues etc. • Coaching - Delivering in-person, in-the-moment feedback based on observed team performance. • All other duties as assigned There will be an opportunity to work at the ILC Residence Service Desk during the mid-year break.	
QUALIFICATIONS	
• Must be a current TMU undergraduate student • Previous experience as an RSD agent • Excellent problem-solving skills • Excellent customer service skills • Excellent organizational skills • Excellent knowledge required of Google Workspace software • Excellent team management and interpersonal skills • Demonstrates the ability to multitask or prioritize tasks as necessary • Highly engaged work ethic - able to work without supervision • Excellent conflict resolution skills needed to deal with confrontational parents and students • Must be extremely tactful, diplomatic, and understand the need for confidentiality • Must be dependable and flexible to take alternate and additional shifts as needed • Understanding of TMU Housing and its systems, procedures and code of conduct an asset • Hold a minimum 2.33 GPA	
REMUNERATIONS:	\$17.55/ hour for approx. 10-16 hours per week
CONTACT FOR INQUIRIES:	Monica Gamboa, Reception & Residence Service Desk Facilitator, res.hiring@torontomu.ca
DEADLINE TO APPLY:	Thursday, January 18th, 2024 at 12:00pm; for fairness, this deadline 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



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