Summer 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:	Financial Assistant - 1 position
DEPARTMENT:	Housing & Residence Life
CONTRACT TERM:	April 1, 2024 - September 4, 2024
REPORTING TO:	Guest Services Administrator

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.

RESPONSIBILITIES

The Financial Assistant (FA) will work closely with the Guest Services Administrator in financial planning, reconciliation, financial analysis and journal entry preparation. This individual should be capable of functioning independently and as part of a team, has exceptional attention to details, is comfortable with numbers and technology, possesses excellent communication skills, and demonstrates an ability to exercise independent judgment.

DUTIES INCLUDE

- **Financial Reporting** - Oversees the administration of financial accounts and prepares the daily financial report. Tracks, verifies and reconciles charges, payments and other cost centre activities for each individual guest account to ensure information is up-to-date and accurate.
- **Residence fees**- Prepare journal entries for residence fee charges upload and corresponding communication.
- **Reconciliation**: Reconcile and analyze various cost centres, general ledger accounts, bank receivables and gather causality on variances to expectations.
- **Guest Services** - answering and assisting guest requests and inquiries on financial discrepancies and disputes
- **Confidentiality** - maintaining confidentiality in accordance with the Freedom of Information and Protection of Privacy Act (FIPPA) and complying with Payment Card Industry (PCI) standards; following key replacement procedures; safeguarding communication that contains sensitive information
- **Cross-Training** - to increase job flexibility and versatility, this position will be cross-trained as a Guest Service Agent and Summer Administrative Assistant.
- Other duties as assigned by Housing & Residence Life Office

Housing & Residence Life operates 7 days a week - all staff must be available to work varying shifts as business dictates between 7:00 a.m. and 12:00am. FA shifts usually start and end between 9am - 6pm

QUALIFICATIONS

- Must be a full-time Toronto Metropolitan University student
- Preferences will be given to those with previous hospitality front desk experience or equivalent
- Excellent customer service skills
- Excellent communication skills, both written and verbal
- Excellent knowledge of residences and campus
- Strong interpersonal skills
- Ability to exercise independent judgment, take initiative and be creative when dealing with situations
- Ability to multi-task and work independently
- Ability to organize, plan ahead and manage workflow in an efficient manner
- Basic to intermediate mathematical skills
- Must be efficient, organized, and pay great attention to detail
- Must be extremely tactful, diplomatic, and understand the need for confidentiality
- Must be dependable and flexible to take alternate and additional shifts as needed
- Knowledge of Microsoft Word, Excel, Google Drive and property management systems an asset
- Hold a minimum 2.33 GPA

REMUNERATION:	$18.25 / hour, approximately 29-36.25 hours / week
CONTACT FOR INQUIRIES:	Monica Gamboa, Reception & Residence Service Desk Facilitator, hgamboa@torontomu.ca
DEADLINE TO APPLY:	Applications and resumes must be submitted online by Friday, February 2, 2024 at noon by filling out the following: https://forms.gle/uTHB9MMzDnRUPE5s7