

Residence Head Night Porter

2021-2022 Draft for Posting

\$14.50 / hour (subject to change)

1. Job Description

The Residence Head Night Porter is responsible to the Residence Life Coordinator (RLC). The Head Night Porter is charged with overseeing the Night Porter staff in their respective residence building and working with Residence Life staff and Security Watch Officials (SWOs) to help create and promote a safe and secure residence environment that is supportive to a diverse community of residence students. Head Night Porters are expected to set a positive example by ensuring their conduct is in keeping with residence policies and that they act in a manner appropriate for a role model.

The Head Night Porter role provides an on-campus job opportunity for eligible York University undergraduate students. Head Night Porters receive opportunities to work in a support role while developing valuable, relevant skills and work experience for the workplace. The role offers a learning and development opportunity for experiential on-the-job training, guidance and mentorship. Under the guidance of professional staff members (Residence Life Coordinators), Head Night Porters will provide support to students living in residence.

Competencies

Through this role, a Residence Head Night Porter will have opportunities to develop and enhance specific skills in the following competencies:

1. Communication
2. Interpersonal Connections
3. Personal Success
4. Critical Thinking and Problem Solving

Organizational Status

This position reports directly to a Residence Life Coordinator and works in cooperation with Housing & Conference Services (Housing).

Work Performed – Basic Duties and Responsibilities

Administrative

1. Facilitates the preparation and distribution of the monthly Porter schedule for their respective residence;
2. Collects Night Porter timesheets, ensures they are accurate, submits in accordance with the schedule, and provides them to the RLC for signing with a signed copy submitted to the Housing Office for processing biweekly;
3. Attends monthly meetings with the RLC and/or Senior Don;
4. Maintains equipment rental system in accordance with the Night Porter manual;
5. Submits end of shift reports as per established timelines;
6. Ensures that the Porter Station is kept in an orderly fashion and that all electronics, rentals, binders, and supplies are placed in the appropriate locations at the end of each shift;
7. Facilitates monthly Night Porter staff meetings.

Building Operations

1. Communicates via maintenance requests and follows up on facility concerns, damages, maintenance problems with the Housing Office;
2. Encourages students to take responsibility for the cleanliness and maintenance of the residence;
3. Promotes building security and expectations for personal and community safety by policy enforcement, developing a positive working relationship with Residence Dons and Security Watch Officials;
4. Signs guests in and out within the guidelines expressed in the Residence Handbook and the Guest Policy; ensures that all relevant information is collected and entered into the system;
5. Monitors the entering and exiting of individuals and ensures community standards are abided by;
6. Maintains the cleanliness of the Porter station helping to ensure a safe working environment;
7. Completes scheduled recycling shifts;
8. Checks that residents have left the main residence common room/kitchen clean at the end of each shift.

Community Development and Leadership

1. Participates in the hiring process for Night Porters;
2. Provides coaching to Night Porters regarding performance concerns and reports all concerns to the RLC;
3. Assists with Night Porter evaluations in conjunction with the RLC;
4. Facilitates socials/teambuilding with the Night Porter staff;
5. Takes a proactive approach in building a community based on mutual respect, consideration, and open-mindedness;
6. Promotes student involvement in residence, the college, and the greater campus community;
7. Works as a team player by focusing on consistency, communication, and support.

Liaison/Consulting/Tasks

1. Develops appropriate relationships with residents to ensure approachability and the creation of a cohesive community;
2. Communicates with Night Porters, the Senior Don, other Residence Life staff, the RLC, and students on a regular basis;
3. Acts as a resource person for residents for any difficulties they may be encountering and makes appropriate referrals to Residence Don staff;
4. Attends House/Floor meetings on a regular basis;
5. Maintains confidentiality when handling student information and reports concerns to the RLC.

Miscellaneous

1. Assists in development and maintenance of policies and procedures;
2. Participates in all required training sessions;
3. Reads and is familiar with the Head Night Porter manual, Night Porter manual, Residence Handbook, Code of Student Rights and Responsibilities, Residence Emergency Procedures, and any other material distributed by Residence Life & Housing for residents/Porters;
4. Acts as a positive role model by committing to and maintaining a level of conduct which is an example of responsible behaviour, academic leadership, acceptance of diversity, and dedication to the betterment of the residence and university community;
5. Responsible for the proper use and storage of confidential lists, duty keys, and other equipment;
6. Takes necessary remedial actions for urgent after-hours maintenance situations per standard operating procedures to mitigate health, safety, and/or security risks (e.g., notifying Don on Duty).

Other duties as assigned by the Residence Life Coordinator and/or Director, Residence Life (or designate).

2. Qualifications

Education and Experience

- A full-time, undergraduate or graduate* student who is in good academic standing and commits to remain enrolled in a minimum of 18 credits.
- Valid Emergency First Aid with CPR-B certificate is required (training may be offered).
- Incumbents must not have any significant behavioral infractions or incidents reported.
- Customer service, service excellence and leadership experience are assets.
- A good understanding of student issues and concerns.
- Previous experience as a Night Porter is an asset.

*Any full-time graduate student who receives a funding package must obtain approval from the Faculty of Graduate Studies before accepting a Porter position.

Skills and Qualifications

- Responsible and detail oriented
- Ability to manage time effectively and to be self-directed
- Well-developed interpersonal skills and the ability to work well with others
- Strong interpersonal skills
- Ability to respond to emergencies in a calm and professional manner
- Good judgment
- Ability to work well both independently and as a member of a team
- Strong communication skills
- Ability to interact effectively with a diverse student community
- Willingness to work flexible hours
- Customer service, service excellence
- Demonstrated commitment to the values of the Division of Students: care, collaboration, accountability, respect, innovation, excellence and inclusion
- Eligible for residence, receives and accepts a residence offer (separate process); during employment lives in residence.

3. Job Duration

Head Night Porters will be employed from August training until the Undergraduate Residence Occupancy Agreement Occupancy end date, which is typically in late April. Job duration includes orientation week, weekends, and holidays. Head Night Porters are responsible for shifts from 7:00pm to 12 midnight or 7pm to 1am, e.g., shifts from 7:00pm to 10:00 pm and 10:00pm to 1:00am. Head Night Porters must be available to work a minimum of one shift per week. Head Night Porters are required to work throughout student orientation from 7:00 am – 1:00 am with possible shifts including 7:00 am – 11:00 am, 11:00 am – 3:00 pm, 3:00 pm – 7:00 pm, 7:00 pm – 10:00 pm, and 10:00 pm – 1:00 am. Head Night Porters are expected to be available for most of student orientation. Timing and involvement with recycling shifts will be coordinated with the RLC and other Night Porter staff. Shift schedules are subject to change.

4. Student Learning Components

Orientation, Training, and On-going Professional Development

- *Head Night Porters will receive training in the following areas:
 - Respect, Equity, Diversity, and Inclusion Tutorial; WHMIS; Health and Safety; AODA; Privacy and Confidentiality; Residence Community Standards; Technical programs such as eRezlife software; Emergency Response; Safety and Security; Facilitating Meetings; and Team Building and Recognition

*Training topics are subject to change.

Feedback, Ongoing Support, and Reflection

- The RLC will provide feedback to the Head Night Porter on an ongoing basis, highlighting challenges and successes

Networking and Mentorship Opportunities

- Opportunity to work alongside professional staff in Residence Life
- Opportunity to interact with students/residents with diverse backgrounds
- Opportunity to establish relationships with student services campus partners
- Opportunity to serve as a role model to residents within residence

Contribution to York as a whole

- Opportunity to strive for excellence in building a connected residence community