

# Residence Services Assistant – Team Lead

## 2023-2024 Draft for Posting

\$16.50 / hour (subject to change)

### Job Description

York University Residence Life is committed to providing an educational experience to all students living in residence. York University residents will engage in transformative experiences that foster empathy, compassion, belonging, and a commitment to the enrichment of their communities and one another.

The Residence Residence Services Assistants – Team Leaders reports to the Residence Life Coordinator (RLC). Residence Services Assistants – Team Leaders are primarily responsible for supporting Residence Life’s community safety and perimeter access, and the customer service strategy. Additionally, Residence Services Assistants – Team Leaders support their Residence Services team through administrative and team development functions. Residence Services Assistants – Team Leaders work with Residence Life staff and Security Watch Officials (SWOs) to help create and promote a safe and secure residence environment that is inclusive to a diverse community. Residence Services Assistants – Team Leaders 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 Residence Services Assistants – Team Leaders role provides an on-campus job opportunity for eligible York University undergraduate students. Residence Services Assistants – Team Leaders 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), Residence Services Assistants – Team Leaders will provide support to students living in residence.

### Competencies

Through this role, a Residence Services Assistants – Team Leaders will have opportunities to develop and enhance specific skills in the following competencies:

1. Communication

2. Relationship-Building
3. Personal Success
4. Social Responsibility
5. Knowledge Acquisition and Application
6. Problem-Solving
7. Collaboration
8. Customer Service

## Organizational Status

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

## Work Performed – Basic Duties and Responsibilities

### Administrative

- › Maintains equipment rental system in accordance with the Residence Services Assistants manual;
- › Submits end of shift reports as per established timelines;
- › Facilitates the preparation and distribution of the monthly Residence Services Assistants schedule for their respective residence;
- › Collects Residence Services Assistants timesheets, ensures they are accurate, submits in accordance with the schedule and process outlined by the Residence Life Management Team;
- › Is responsible for the proper use and storage of confidential lists, duty keys, and other equipment;
- › Maintains confidentiality when handling student information and reports concerns to the RLC;
- › Ensures that the Residence Services 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;
- › Communicates with Residence Services Assistants, other Residence Life staff, the RLC, and students on a regular basis;
- › Facilitates monthly Residence Services Assistants staff meetings.
- › Attends monthly meetings with the RLC and/or Senior Don.

## Building Operations

- › Communicates via maintenance requests and follows up on facility concerns, damages, and maintenance problems with the Housing Office;
- › Encourages students to take responsibility for the cleanliness and maintenance of the residence;
- › 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).
- › Maintains the cleanliness of the Residence Services Station, helping to ensure a safe working environment;
- › Completes scheduled recycling shifts;
- › Checks that residents have left the main residence common room/kitchen clean at the end of each shift.

## Customer Service

- › Provides professional and consistent customer service students, staff, and visitors entering residence;
- › Accurately directs students to Residence Life, Housing Services, and University information and resources;
- › Helps students problem-solve issues within the scope of the Residence Services Assistants responsibilities or as directed by Residence Life Management;
- › Refers complex cases to Don on Duty for guidance;
- › Implements resident late check-in protocol.

## Community Safety & Guest Services

- › Signs guests in and out within the guidelines expressed in the Residence Community Standards, Residence Handbook and the Guest Policy. Ensures that all relevant information is collected and recorded in the assigned behaviour management system;
- › Monitors the entering and exiting of individuals and ensures Residence Community Standards are abided by;

### Community Development and Residence Learning

- › Engages in practices that build, promote, and maintain an inclusive residence community for students, guests, and staff;
- › Promotes and supports elements of the Residence Curriculum;
- › Develops appropriate relationships with residents to ensure approachability and the creation of a cohesive community;
- › Acts as a resource person for students experiencing difficulties and refer them to the Don on Duty or Residence Life Management Team;
- › Assists in the development and maintenance of policies and procedures.

### Behaviour & Community Management

- › Reports student behavioural issues within the assigned behaviour management system;
- › Promotes building security and expectations for personal and community safety through policy enforcement, as well as developing a positive working relationship with Residence Dons and Security Watch Officials;
- › 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.

### Team Development & Coaching

- › Provides coaching to Residence Services Assistants regarding performance concerns and reports all concerns to the RLC;
- › Assists with Residence Services Assistant evaluations in conjunction with the RLC;
- › Facilitates and participates socials/teambuilding with the Residence Services Assistants staff;
- › Works as a team player by focusing on consistency, communication, and support;
- › Encourages idea-sharing, team development, and fostering a positive team environment;
- › Addresses and resolves conflicts in a positive manner and while handling group dynamics in a team environment;
- › Participates in Residence Services Assistants – Team Leaders on Duty rotation.

## Hiring & Training

- › Participates in the hiring process for Residence Services Assistants;
- › Participates in all required training sessions;
- › Reads and is familiar with the Residence Services Assistants – Team Leaders manual, Residence Services Assistants manual, Residence Community Standards, Residence Handbook, Code of Student Rights and Responsibilities, Residence Emergency Procedures, and any other material distributed by Residence Life and Housing for residents/Residence Services Assistants;
- › Assists with the Residence Life staff selection and hiring processes;
- › Participates in staff recruitment, including the Residence Life Staff recruitment and selection processes.

Other duties as assigned by the Residence Life Coordinator; Residence Life Manager; Assistant Director, Residence Life; and/or their designates.

## 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 behavioural infractions or incidents reported
- › Customer service, service excellence and leadership experience are assets
- › A good understanding of student issues and concerns
- › Previous front desk, receptionist, or administrative assistant experience 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 Residence Services Assistants – Team Leaders 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
- › 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

## Job Duration

Residence Services Assistants – Team Leaders 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. Residence Services Assistants – Team Leaders are responsible for shifts from 1:00pm to 12 midnight. Timing and involvement with recycling shifts will be coordinated with the RLC and other Residence Services Assistants staff. Shift schedules are subject to change.

## Student Learning Components

### Orientation, Training, and On-going Professional Development

- Residence Life Staff have the unique opportunity to learn, practice, apply, and hone a wide range of skills that may enhance their personal, academic, and professional lives. Residence Life Staff are encouraged and powered to bring forward their lived experiences and academic knowledge to buttress the extensive training and development program offered by Residence Life. Tasked with supporting York University’s residents’ development, wellness, and safety, Residence Life Staff can expect to engage in practices and knowledge from the fields of education, social work, public administration, and public health. Given that Residence Life Staff positions are developmental opportunities, the Residence Life Management Team works closely with staff to develop professional development strategies to support post-residence life success.
- Residence Services Assistants – Team Leaders 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

- › Residence Life Coordinators will provide support and guidance to Residence Services Assistants – Team Leader throughout the duration of their employment. During this period, the Residence Life Coordinator will work with the Residence Services Assistants – Team Leader to develop a plan that maximizes their strengths and supports them in their areas of development;
- › Residence Life Staff are required to adhere to their relevant contracts and job descriptions, as well as, Residence Life, Housing Services, and institutional policies, protocols, and mandates in their capacity as a York student and employee. Failure to adhere to such conditions will result in follow-up by a member of the Residence Life Management Team and in accordance with the Residence Life Progressive Performance Management Process; The Residence Life Progressive Performance Management Process is a process which a Residence Life Coordinator and Residence Services Assistants – Team Leader identify an area of development and create a plan to correct behaviour. Failure to meet the expectations outlined in the plan may result in punitive measures that include termination;

### 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