

Community Assistant - DESK SERVICES

POSITION DESCRIPTION



RESIDENCE LIFE

Department: Residence Services

Division: Student Affairs

Reports to: Residence Life Coordinators & Residence Life Team Leader

Updated: October 2020

POSITION PURPOSE:

Community Assistant - Desk Services (CA) is a student staff member whose primary responsibility is to provide support and leadership to the Desk Staff Team and help facilitate Residence Life events and special projects.

KEY POSITION FUNCTIONS:

1. Managing Desk Staff Operations

- Recruit, hire, train temporary and permanent Desk Services Assistants for all assigned residence halls and devise a schedule of desk staff services
- Plan, promote and assist Desk Services Assistants in facilitating regular community engagement programs
- Create, manage and communicate desk staff schedules in accordance with the needs of Residence Services
- Work a minimum of one desk assistant shift, per building/ per month and fill in, when possible, for any shifts that are unable to be filled by desk staff (i.e. someone calls in sick and no other desk staff are able to come in for shift)
- Monitor the performance of Desk Services Assistants, hold performance one on one's and provide Desk Staff with a performance evaluation once per term and assume responsibility for handling Desk Staff discipline in cooperation with the Residence Life Management Team (RLMT)
- Develop a sense of team with Desk Services Assistants through regular meetings and socials and regular recognition
- Order & distribute desk Staff uniforms, identifications, etc.
- Ensure that all Desk Services Assistants follow payroll procedures and work to rectify any discrepancies communicated by the RLMT or the Residence Life Secretary
- Organize and maintain binders, forms, and other related paperwork for all assigned front desks in a consistent and organized manner
- Be responsible for the promotion of all desk services and rentals and maintain regular inventory
- Check in at each front desk on a weekly basis during front desk hours to ensure performance of employees is satisfactory
- Conduct inventory checks of desk supplies on a regular basis (particularly at beginning and end of semesters) and ensure items are ordered and replaced as needed
- Follow up with students who have front desk equipment and ensure it is returned promptly to the front desk.
- Develop and maintain a Desk Services Assistant bulletin board for each front desk office in all residence halls

2. On-Duty Responsibilities and Facilitating Student Conduct Process

- Participate in the Community Assistant on-duty schedule (approximately 1 week/month) to assist on-duty RLS members, Residence Life Coordinators and/or Campus Police
- Guide and support Resident Assistants in the implementation and enforcement of Residence Policies & Procedures, the Residence Community Standards, Residence Student Conduct Process the Residence License and Meal Plan Agreement and other rules and regulations of the University
- Respond to, document and report all violations of the Residence Policies & Procedures, Residence Community Standards, Residence License & Meal Plan Agreement, emergencies or facilities issues
- Adhere to on-call shifts schedule and conduct responsibilities assigned by the Residence Life Coordinator or designate

- Accept full responsibility for the use of master keys, access codes, peps and all accessible keys
- Know and execute emergency procedures including evacuation procedures and advise residents of the same
- Ensure that all exterior entrances to the buildings and unauthorized areas are properly secured at all times
- Support and check in with student desk staff throughout shift

3. Administration & Communication

- Engage in assessment practices that better our Residence Life program
- Assist with the check in and check out of residents
- Adhere to a timely submission of eRezLife reports as well as a prompt response to student issues.
- Assist with marketing, recruitment campaigns and departmental events/programs lead by Residence Services Department and other University departments
- Respond within 24 hours of receipt to all requests (including emails and voicemails) made by members of Residence Services
- Read and be familiar with all publications and material distributed by Residence Services
- Establish and maintain open and positive communication with all members of the Residence Services staff team and of the Windsor Inter Residence Council (WIRC)
- Maintain complete confidentiality in accordance with the Freedom of Information and Privacy Act and the policies/expectation of Residence Services
- Report for, and participate in, orientation and training (Fall, Winter and on-going) on the date(s) specified by the Team Lead, Residence Life and/or Residence Life Coordinators

4. Role Modelling

- Serve as a mature and positive ambassador of Residence Services on campus and in the greater community
- Maintain healthy and respectful boundaries with all residents
- Make appropriate personal lifestyle choices that reflect your commitment to Residence Life, inclusivity of all community members and commitment to academic success
- Offer constructive feedback to Resident Assistants in their performance of their job-related functions
- Act as an open ear to the concerns of Resident Assistants

5. Team Development

- Design and facilitate sessions during August and January training
- Plan and facilitate a monthly campus-wide social for all Resident Assistants
- Plan and facilitate a teambuilding exercise for all staff meetings and on-going training sessions
- Facilitate an RLS recognition program
- Manage the resource room's supplies and equipment
- Act as a team player and support the work and/or challenges of assigned building team and the Residence Life staff as a whole
- Attend, on time, and participate in all meetings related to the Community Assistant role
- Prepare for, and participate, in regular one on one's with your assigned Residence Life Coordinator
- Make an effort to connect personally with each member of the Residence Life Staff team, particularly early in the year

6. Leadership Development for Residents and Personal Development

- Promote student leadership opportunities, particularly residence opportunities such as Residence Life Staff, and Residence Council to students
- Participate in various professional development sessions provided by and/or promoted by the Residence Life Management Team
- Participate in the Residence Life Staff hiring process for the following year

7. Assisting with Residence Facilities

- Monitor and report the physical conditions of assigned residence community and the greater residence community on-going and as scheduled throughout the year
- Maintain cleanliness of personal accommodations as well as floor facilities to create a welcoming environment
- Assist with opening and closing of buildings at the beginning and end of the academic year as well as break periods
- Refer serious facilities concerns or on-going issues with work order to Facilities Coordinators

8. Other Duties as Assigned

- Circumstances may arise that necessitate the transfer of the Residence Desk Services Coordinator within the residence system and Residence Life Staff team or the adjustment of duties assigned during the term of this position

SCOPE AND ORGANIZATIONAL STRUCTURE:

Residence Desk Services Coordinator is one of approximately 35 student staff reporting to the Team Lead, Residence Life. He/she receives direction from the Team Lead and a Residence Life Coordinator. The Residence Desk Services Coordinator is also responsive to requests from the Department Head, Residence Facilities Manager and other residence staff where needed.

RATE OF PAY: \$10500 for academic year based on approximately 20 hours/week

NOTE: Community Assistant - Desk Services is required to live in residence for the duration of their contract. They are responsible for all fees associated with living in residence and must agree and abide to the Residence License & Meal Plan Agreement. The Residence Desk Services Assistant is guaranteed a single room with private bathroom and extra living space at the Alumni Hall single room residence rate.