

COMMUNITY ASSISTANT – Desk Services

POSITION DESCRIPTION

Department: Residence Services

Division: Office of Student Experience

Reports to: Residence Life Coordinators & Residence Life Team Leader

Updated: October 2023

POSITION PURPOSE:

The Community Assistant – Community Engagement is a student staff member with prior Residence Life and/or leadership experience who coordinates residence life learning experiences related to overall community engagement and in line with the Residence Curriculum. They also provide support to their residence community.

KEY POSITION FUNCTIONS:

1. Managing Desk Staff Operations

- Assist with recruitment, hiring, training and on-going coaching for the Desk Services Assistants (DA)
- Plan, promote and assist Desk Services Assistants in facilitating regular community engagement programs
- Create, manage and communicate DA schedules
- 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 (ex. someone calls in sick and no other DAs are able to come in for shift)
- Monitor the performance of DAs and assist with handling DA discipline in cooperation with the Residence Life Management Team (RLMT)
- Develop a sense of team with DAs through regular meetings and socials and regular recognition
- Assist with & distributing DA uniforms, identifications, etc.
- Ensure that all DAs 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 administrative work for all assigned front desks in a consistent and organized manner
- 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
- Develop and maintain a Desk Services Assistant communication tool (ex. bulletin board, electronic memo board, team, StarRez dashboard) for Desk Services team

2. Community Development, Management & Support

- Foster a positive, friendly, inclusive atmosphere conducive to learning and facilitate the development of healthy, friendly relationships among residents
- Recognize and refer students with mental, emotional, academic or physical concerns to other professionals on campus or within the community
- Be a visible presence in your community and embrace opportunities for meaningful and impromptu conversations with all residents

3. Administration & Communication

- Attend and participate in training on specified dates
- Attend and participate in regular meetings

- Weekly 1:1 meetings with supervisor
 - Minimum bi-weekly meetings with EDI committee
 - Weekly Residence Life Team meetings
 - Assist with check in and check out of residents
 - Adhere to a timely response to staff and students and timely submission of reports
 - Assist with marketing, recruitment campaigns and departmental events/programs
 - Maintain confidentiality in accordance with the Freedom of Information and Privacy Act and the policies/expectation of Residence Services
- 4. Leadership Development for Residents and Personal Development**
- Promote student leadership opportunities, particularly residence opportunities
 - Participate in professional development sessions promoted by the Residence Life Management Team
 - Participate in the Residence Life Staff hiring process for the following year
- 5. On-Duty Responsibilities and Facilitating Student Conduct Process**
- Explain and enforce Residence Policies & Procedures, the Residence Community Standards, Residence Student Conduct Process and 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-duty shifts schedule and conduct responsibilities
 - Assist others while on-duty including other Resident Assistants, Community Assistants, Residence Life Coordinator and/or Campus Community Police
 - Accept full responsibility for the use of master keys, access codes, peps and all accessible keys
 - Know and execute emergency procedures including evacuation procedures
 - Support and check in with student desk services staff throughout shift
- 6. Role Modelling**
- Serve as a mature and positive ambassador of Residence Services
 - 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
- 7. Team Development**
- Act as a team player and support the work and/or challenges of assigned building team and the Residence Life Staff as a whole
 - Contribute to a positive team dynamic through on-going communication and working to respectfully resolve conflicts
 - Be available to the staff team and Residence Life Coordinator and contribute to special projects
 - Assist with the planning of the monthly team socials, holiday social and Year End Banquet
- 8. Assisting with Residence Facilities**
- Monitor and report the physical conditions of the residence community
 - 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
 - Refer serious facilities concerns or on-going issues with work order to Facilities Coordinators
 - Respond to requests from housekeeping to assist in keeping areas clean

10. Other Duties as Assigned

- Circumstances may arise that necessitate the transfer of this position 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:

The Community Assistant is one of approximately 50 student staff within Residence Services. They receive direction from the Team Lead and a Residence Life Coordinator. The Community Assistant is also responsive to requests from the Department Head, Residence Facilities Manager and other residence staff when needed.

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

NOTE: Community Assistants are required to live in residence for the duration of their contract, are responsible for all fees associated with living in residence and must agree and abide to the Residence License & Meal Plan Agreement. Community Assistants are guaranteed a single room and semi-private or private bathroom at a special staff rate.