

**Position:** Residence Services Assistant

**Department:** UTM Student Housing & Residence Life

**Reports to:** Assistant Director, Residence Administration & Operations and/or their designate(s)

**Casual Part-Time:** 6 to 15 hours per week; day, evening and weekend shifts for 2024-25 academic year.

**Position Start Date:** Mid-August 2024

**Position End Date:** April 2025

**MANDATORY TRAINING:** Mid-August – August 30, 2024; regular assigned shifts starting August 30, 2024

**Skills:**

- This job requires an individual with demonstrated excellent customer service skills, analytical, organizational skills, a strong work ethic and the ability to work with minimal supervision;
- Experience using Microsoft Office, UTORwebmail and UTORportal is recommended;
- Excellent communication and interpersonal skills;
- Strong writing and word processing skills;
- Ability to work independently and as a member of a team;
- Demonstrates strong leadership and time management skills;
- Residence experience is an asset, but not required.

**Duties:**

- Answers questions regarding UTM Student Housing & Residence Life, campus and community services from undergraduates, graduates & students with families through emails, phone calls, and in person;
- Commence Check-in/out process of Guest Housing Suite Reservations;
- Assist students with off-campus housing inquiries by providing resources;
- Liaise with residence contractors by providing keys and swipe cards;
- Assists with the application process for housing;
- Facilitates & documents financial transactions;
- Sorts and distributes incoming mail for undergraduate residence students;
- Performs lockout and key replacement services for residence students;
- Conducts tours of residence facilities for potential new students and families;
- Provides administrative support and other related duties as required to the department when needed.
- Duties as assigned

**Minimum Qualifications Required:**

Preference will go to full-time students who maintain a minimum CGPA of 2.0 while employed with SHRL. Understanding of the Student Housing & Residence Life operation and familiarity with campus resources and services is an asset.

**Remuneration:**

Residence Services Assistant are paid an hourly rate of \$16.55 with 4% vacation pay.

**Vaccine Requirement:**

As an employee of the University, you must adhere to the policies determined by the University as it relates to vaccine requirements. To read more about the University of Toronto vaccine policies and exemptions please visit [Guidelines on Vaccination](#).

Interested and qualified candidates will be able to submit applications between Monday December 4<sup>th</sup>, 2023 to January 10<sup>th</sup>, 2024. Please visit the [Student Housing & Residence Life website](#) for more details!