

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;
- Facilitate check in/out processes for students and guests Check-in/out process of Guest Housing Suite Reservations;
- Assist students with off-campus housing inquiries by providing resources;
- Liaise with residence operations to provide access to residence contractors
- Assists with the application process for housing;
- Facilitates & documents financial transactions;
- Sorts and distributes incoming mail and packages 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 by the department when needed.
- Other 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 operations 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 4th, 2023, to January 8th, 2024. Please visit the [Student Housing & Residence Life website](#) for more details!