

Position: Lead Residence Services Assistant

Department: UTM Student Housing & Residence Life

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

NOTE: This position covers three separate contract periods:

Summer Hours (May – August): 26-32 hours per week; day, evening shifts. Weekend shifts may be required as determined by residence operations.

Fall Hours (September - December): 10-15 hours per week; day, evening and weekend shifts

Winter Hours (January - April): 10-15 hours per week; day, evening and weekend shifts

Position Start Date: May 2026

Position End Date: April 2027

MANDATORY TRAINING: Mid-August – August 28, 2026; Fall- Winter Hours starting September 7, 2026

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;
- The incumbent must be available for all large-scale check-in and check-outs periods.

Duties

- Provide support to Residence Service Assistants through attendance and facilitation of staff meeting, staff training and team building activities;
- Provide support to desk operations;
- Perform access control duties, including lock outs, key sign out, key creation for residents, contractors, guests;
- Assist with annual planning for student staff program;
- Assist with summer conference operations, including audits, inventory and guest support;
- Provide Admissions support, including assisting with the application process, room switches, financial responsibility and monitor shared emails accounts;
- Supports recruitment days and programs;
- Provide general office support, including day-to-day administrative work, including transcribing, photocopying, organizing and filing paperwork depending on the needs of the department;
- 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;
- Facilitates & documents financial transactions;
- Sorts and distributes incoming mail for undergraduate residence students;
- 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. Minimum 1 year Residence Front Desk Experience Required.

Remuneration:

Lead Residence Services Assistant is paid an hourly rate of \$24.36 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 [Policies & Guidelines](#).

Interested and qualified candidates will be able to submit applications between November 10th, 2025, and November 21st, 2025 @ 5:00 PM. Successful applicants will be invited for interviews on December 3rd and December 4th. Please visit the [Student Housing & Residence Life website](#) for more details!