Position: Residence Services Assistant

Department: UTM Student Housing & Residence Life

Reports to: Communications Coordinator

Casual Part-Time: 6 to 15 hours per week; day, evening and weekend shifts for 2022-23 academic year.
Position Start Date: August 21, 2022
Position End Date: April 2023
MANDATORY TRAINING: August 21, 2022 – September 2, 2022; regular assigned shifts starting September 2, 2022

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;
- Processes & 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:

Must be a full-time student and 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.
Vaccine Requirement:

As an employee of the University, you must be fully vaccinated to be able to attend and perform duties on University premises as required, even if some or all of your duties can be performed remotely. To read about our exemptions please visit our Guidelines on Vaccination.

Interested and qualified candidates will be able to submit applications between November 24, 2021, and January 14, 2022. Please visit the Student Housing & Residence Life website for more details!