



Residence Services Assistant (2 positions available)

Department: UTM Student Housing & Residence Life

Reports to: Communications Coordinator

Casual Full-Time: 36.25 hours per week (Monday to Friday); occasional weekends and overtime

Position Start Date: April 19, 2021

Position End Date: September 8, 2021

Remuneration: \$15.00 per hour

Important Dates:

- New Grad Move-In Date: May 1, 2021
- Summer Transfer Period Dates: May 4 – 5, 2021
- Residence Open House: May 15, 2021
- Medical Housing Move-In Day: June 1 - 2, 2021
- First Year Application Deadline: June 10, 2021
- 1st Half Summer Check Outs: June 22, 2021
- ACE Move-In Date: June 30, 2021
- 2nd Half Move-In Date: July 2, 2021
- Room & Roommate Info Period: July 21 – 23, 2021
- Summer Check Outs: August 21 - 27, 2021
- RSS Training Institute: August 21, 2021
- Grad/Med Move-in Date: August 22, 2021
- Family Move-In Date: September 1, 2021
- Undergraduate Move-In Day: September 4, 2021

Skills:

This job requires an individual with demonstrated customer service, analytical, organizational skills, a strong work ethic and the ability to work with minimal supervision;

Experience using Microsoft Office, UTMwebmail and UTMportal 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, LiveChat, and in person;

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;

Liase with Conference Services by providing assistance to guests and organizing keys

Provides administrative support and other related duties as required to the department when needed.

Interested and qualified candidates should submit applications by February 26th, 2021 at 12:00 p.m. Applications will be accepted through the Career Learning Network at <https://cln.utoronto.ca/home.htm> as a PDF file.