



**Position:** Operations Data Management Assistant  
**Department:** UTM Student Housing & Residence Life  
**Reports to:** Occupancy and Admissions Coordinator

**Hours:** 5-10 hours per week, 100 hours maximum

**Compensation:** \$15.00 per hour

**Position Start Date:** May 3, 2021

**Position End Date:** August 6, 2021

**Eligibility:** Students must take a minimum of 0.5 credit in either Summer semesters. Students are permitted to accept only one work study position per program period. Students do not have to be OSAP eligible to apply for work study positions.

The Operations Data Management Assistant is responsible for the gathering, management and analysis of operational data, including administrative cycle profiles, process calendars, and administrative communication templates. They will use this data to make informed recommendations on residence operational processes, to ensure that all communications and customer service interactions provide a seamless experience for residents. This position requires a high level of competence with Microsoft Excel. Students must take a minimum of 0.5 credit in the Summer semester.

#### **DUTIES:**

##### Process Evaluation & Recommendations

Manages the analysis of data for multiple administrative processes through the process of inspecting, cleansing, transforming, and modeling

Assist in the assessment of student-facing administrative profiles to provide alternative perspectives informed by research and data collection

Profiling and blueprinting service processes within the SHRL department

Develop recommendations for improvements to the student residence experience (administration, services)

Create reports and presentations based on recommendations

Other duties as assigned

#### **SKILLS:**

This job requires an individual with:

Strong organizational skills

A critical and analytical mind

Exceptional attention to detail

Professional communication skills required, including exceptional writing skills

Ability to exercise independent judgement and take initiative

A strong work ethic and ability to work independently

Experience using Microsoft Office Suite is recommended

Must understand the residence experience



UNIVERSITY OF  
**TORONTO**  
MISSISSAUGA

**METHOD OF APPLICATION:**

Submit your resume and cover letter via email to Juliette Melchor Rodriguez at [nuria.melchor@utoronto.ca](mailto:nuria.melchor@utoronto.ca) (Subject: 2021 Summer Work Study Application – Name) OR in a sealed envelope at the Residence Services Desk, in Oscar Peterson Hall by April 9, 2021 at 5:00 p.m. (Noon) Any offers of employment will be conditional upon the approval of this position for 2021 Summer work study program.

**EMPLOYER CONTACT INFORMATION:**

Jen Bryden, Occupancy and Admissions Coordinator  
Student Housing & Residence Life  
Oscar Peterson Hall, Suite 120  
3359 Mississauga Road,  
Mississauga, ON L5L 1C6



**For office use only:**

**Relevant Co-curricular Record Competencies gained from the position:**

- Goal-setting and prioritization
- Communication
- Project management
- Critical thinking
- Design thinking
- Investigation and synthesis

**Learning Outcomes that demonstrate competency achievement:**

- Goal-setting and prioritization – Use initiative and thoughtfulness while establishing assignment goals and timelines
- Communication – Effectively present summarized data and convey recommendations in written form, adapted to different audiences
- Project management – Compile and present business process documents and research reports
- Critical thinking – Interpret qualitative and quantitative data using established research methods
- Design thinking – Explain an innovative/creative idea they had that contributed to the success of the process design
- Investigation and synthesis – Collect relevant information from a variety of sources

**CCR Description (to be included on the students' CCR):**

The Operations Data Management Assistant was responsible for the gathering, management and analysis of operational data, including administrative cycle profiles, process calendars, and administrative communication templates. They used this data to make informed recommendations on residence operational processes, to ensure that all communications and customer service interactions provide a seamless experience for residents.

**Financial Information:**

CFC: 100352  
CC: 20433