USW Casual Position Description

Position Title: Residence Summer Assistant
Rate of Pay: $15/hour
# of Positions: 3
Hours/Week (Approx.): 30-40

Duties

1. Summer Residents On-Call
   • Respond to on-call situations involving summer residents and liaise with the summer operations team or the residence life team where appropriate (on-call duties will rotate amongst Residence Summer Assistants)
   • Remain on-call during the 2 weeks leading up to the move-in weekend
   • Must carry the on-call phone from Sunday-Thursday 8pm-8am, Friday and Saturday 24 hrs (on-call schedule will rotate weekly and will be determined upon hiring)

2. Tours
   • Be available for and conduct tours for prospective students and their families during regular tours hours: Monday-Saturday at 11am & 3pm
   • Assist with tours for special events days including the Open House in August

3. Residence Life
   • Training & Move-In
     o Assist with prepping materials (e.g., first-aid kits, don boxes)
     o Assist with planning logistics of move-in
     o Assist with communication to new and incoming students (via Social Media and blogs)
   • Other tasks as required

4. Summer Operations and Rooms
   • Room Inspections and Maintenance
     o Perform room checks for the front desk during summer months
     o Enter maintenance requests where applicable
     o Track progress of individual maintenance work orders, follow up with the Manager and/or Supervisor of Building Operations, the Assistant to the Dean, Residence Operations (ADRO) for information on state of the work order, and ensure that work order system is up to date and accurate
     o Correspond with summer guests regarding the status of their work order and to assess their experience and whether any further follow up is required
     o Receive and respond to summer resident inquiries regarding physical condition of rooms and required repairs
     o Inspect rooms and conduct any follow-up required with summer guests and the Rooms Manager regarding work orders
- Maintain room condition reports and check-in/out forms and cross references reports with work order system to ensure specified issues are appropriately resolved
- Coordinate inspections of rooms at check-in and check-out periods to ensure spaces are prepared for summer guests to move in
- Ensure that documentation is accurately maintained and filed
- Communicate any escalated concerns to the Rooms Manager for resolution and coordination with other departments if applicable

**Summer Operations**

- Assist with promotions and marketing during the summer months
- Assist with bookings and other admin-related work
- Reply to emails/calls and make reservations
- Make room keys for daily arrivals
- Reply to guest comments and questions on all booking channels
- Enter group rooming lists in Opera
- Invoice groups and student accounts as required
- Ensure rooming lists are entered weekly in the system for the weekend. Check double room roommates are assigned
- Maintain and update bulletin boards on student floors each week

5. **Step Up Program (end of August/beginning of September)**

- Assist with welcoming and communication for students of the Step Up Program
- Coordinate events and activities for the Step Up students
- Assist with Step Up-related programming

**Overview of duties over the summer months:**

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- RLO: 5-10

# Hrs/Wk/Per Person:
- FD: 20-30
- RLO: 5-10

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