

**Nipissing University**  
**JOB DESCRIPTION**

**JOB TITLE:** Residence Clerk (12 months per year)

**DEPARTMENT:** Residence Life

**CLASSIFICATION:** Clerk A

**WAGE GRADE:** 20

**EMPLOYMENT DEFINITION (STATUS):** Full-time Support

**SUPERVISOR:** Supervisor, Residence Services

**SUMMARY OF FUNCTIONS:**

Reporting to the Supervisor, Residence Services, the Clerk will be responsible for providing customer service and general front desk/clerical support. The Clerk will be responsible for answering general inquiries; sorting and processing the daily student mail; tracking service provision; maintaining front desk cash floats and following institutional finance processes for deposits; and collecting various reports/forms submitted by residence students throughout the academic year. The Clerk will also provide support to the Residence Life, Residence Maintenance & Summer Accommodations teams when needed, such as assistance with the residence admissions process and other projects relating to occupancy management.

**DUTIES & RESPONSIBILITIES:**

**Communication (35%)**

- Answer general inquiries regarding residence, residence life, policies, and the University by telephone, fax, email and/or in person
- Complete appropriate forms regarding problems/complaints that are reported to the front desk and forward to the appropriate individual
- Report suspicious behaviour to the appropriate Residence Staff member
- Provide assistance and information to visitors
- Contact students for over-size packages and arranging pick-up

**Clerical Support/Activity Logs/Books (35%)**

- Maintain front desk cash floats and the preparation of financial deposits
- Assist with the creation and distribution of informational material and programming promotions
- Assist with the distribution and tracking of tickets for Residence events
- Sorts and distributes all incoming mail daily for students living in the residence
- Responsible for the proper tracking of residence services and equipment provided at the front desk
- Assist the Manager, Residence Life and Residence Life Administrative staff with various clerical duties
- Conduct periodic audits of equipment
- Prepare routine correspondence for residence life department
- Collect and distribute any reports/forms from students
- Data entry
- Filing, photocopying, faxing documents

**Assist Residence Life, Residence Maintenance & Summer Accommodations teams****(30%)**

- Utilizes necessary software and departmental information to run various queries and generate reports
- Assist in the verification of resident application and in-house status (e.g. early/late arrivals)
- Assist in the preparation of departmental correspondence
- Assist in the communication, tracking and collection of missing application information or student information
- Assist with general correspondence and processes related to admissions
- Provide basic administrative support to Maintenance team (e.g. documentation, filing, basic communications)
- Support the tracking of in-house students during the academic year through administering the move-in and out, withdrawal and room transfer process clerical steps
- Assist in the key audit process prior to and after academic year move-ins and move-outs
- Assist with Summer Accommodations check-ins as needed and answering general inquiries
- Provide support to greater Residence Life Department through participation in projects and tasks as needed

**Any other duties as assigned****QUALIFICATIONS:****Education:** Two-year College Diploma from a recognized college*Training and/or experience may be substituted for formal academic training at the discretion of the university***Training, Experience, Knowledge & Skills Required:**

- One year of relevant work experience
- Experience in a post-secondary educational setting would be an asset
- Experience with computer applications (i.e., MS Word, MS Excel, MS Publisher, Email, Internet Windows Office Suite, Microsoft 365)
- Experience using various types of databases
- Excellent keyboarding, proofreading
- Sound knowledge of admission procedures and regulations
- Knowledge of post-secondary education system and university policies
- Ability to work with minimal supervision
- Knowledge of administration standards and office procedures
- Ability to draft correspondence
- Ability to communicate with all contacts and handle all situations in a pleasant and tactful manner
- Ability to multi-task and flexibility to meet changing priorities and multiple demands
- Strong organizational, prioritization and interpersonal skills, computer and accounting skills
- Strong communication skills, both verbal and written
- Ability to maintain confidentiality
- Must provide a current a criminal record check/vulnerable sector check (i.e. not have been convicted of a criminal offence for which a pardon has not been granted)
- Understanding of relevant privacy legislation

**RELATIONSHIPS/CONTACTS:****Supervised by:** Supervisor, Residence Services**Internal Contacts:** Students, staff, faculty**External Contacts:**

- Prospective students from Canada and Abroad

- Parents of prospective students from Canada and Abroad
- Summer Accommodation staff and guests
- Current Residence Student Population
- Parents of current students
- Contracted service providers
- On campus services
- General Public

**MATERIALS UTILIZED:**

- Microsoft Office Suite (Word, Excel, Publisher), Internet, email
- Microsoft 365, including Teams, SharePoint (web editing software) and available apps
- Other software systems specific to residence and campus operations
- Resource publications
- Computer, fax machine, photocopier, calculator/adding machine, laminator, paper shredder, telephone, data projector
- POS machine

**PHYSICAL / MENTAL DEMANDS AND WORKING CONDITIONS:**

- Light physical demands (e.g., sitting, keyboarding, walking, lifting, carrying),
- Visual & mental concentration
- Working out of any of the four residence complexes
- Time could be split between the different buildings as operationally needed
- Pleasant surroundings
- Air-conditioned building
- Occasional evening and weekend work required
- High traffic flow in the area

**I have read my position description and it has been reviewed with my supervisor. I understand what my duties and functions are, and I will carry out all of my responsibilities as herein described.**

\_\_\_\_\_  
Employee Name (please print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

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**Approvals**

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources

\_\_\_\_\_  
Date