

Nipissing University
POSITION DESCRIPTION

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| POSITION TITLE: | Supervisor, Residence Services |
| DEPARTMENT: | Residence Life |
| SALARY LEVEL: | Four (4) |
| EMPLOYMENT DEFINITION (STATUS): | Full-time Administration |
| SUPERVISOR: | Manager, Residence Life |
| DATE: | August 2018 |

SUMMARY OF FUNCTIONS:

Reporting to the Manager, Residence Life, the Supervisor, Residence Services is responsible for the supervision of the front desk and services operation in all residence complexes at the Nipissing University. The Supervisor works with other Residence Life team members to develop, and administer policies, standards, and procedures related to the front desk operations and services offered within Residence Life and Off Campus Living.

The Supervisor works with residence team members to develop a positive, healthy and safe living environment, which promotes personal and academic development for residence students. The Supervisor leads a team of professional Residence Clerks and student employees to deliver focused, exceptional service to students residing on campus during the academic year and to guests staying in residence through the summer months.

DUTIES AND RESPONSIBILITIES:

- I. Front Desks and Services (65%)**
- Oversee front desk operations at four distinct residence complexes, ensuring operational practices are consistent between complexes
 - Develop, implement, and evaluate policies, procedures, and processes for the operation of front desks ensuring consistency at all locations
 - Ensure high level of customer service is maintained
 - Oversee the control and distribution processes for various types of equipment (e.g. sporting equipment, vacuums, movies, etc.) to the residents
 - Oversee mail tracking and delivery to students residing in complexes
 - Develop and implement processes for consistent operation of functions (e.g. space bookings, tuck shops, other relevant functions)
 - Conduct annual reviews of front desk and services policies, procedures, and manuals
 - Research, plan, make recommendations, and implement new solutions to enhance front desk operations and services
 - In collaboration with Residence staff, coordinate processes for student move in, move out, and any room transfer processes

- Work closely with Residence and Maintenance staff to coordinate withdrawals from residence and tracking of data regarding departures
- Coordinate the recruitment and training of welcome teams (comprised of community members, current students, employees, alumni, and university partners) for move in days

Financial Control Measures

- Develop processes and ensure that proper financial controls are in place with regard to deposits, reconciliations, petty cash floats, etc.
- Maintain proper financial records for all Residence complex desks (i.e. revenue reports, vending and laundry funds, etc.)
- Work with outside vendor to ensure ATMs are appropriately stocked and revenue is accounted for
- Prepare monthly reports on Front Desk and Services revenue, and expenses

Assessment

- Create and implement effective tools for evaluation and assessment of student satisfaction and quality customer service (i.e. surveys, focus groups, secret shopper programs) to provide data analysis and reporting to all stakeholders
- Maintain and regularly distribute accurate statistics on front desk and services utilization and satisfaction
- Facilitate the residence satisfaction surveys and work with others to address issues
- Ensure accurate and appropriate data analysis and reporting to all stakeholders
- Follow up on any satisfaction issues or concerns resulting from assessment and/or evaluation

Safety & Security

- Oversee the development, review and implementation of safety and security procedures with regard to the residence front desks
- Promote a safe and health living, learning, and working environment by ensuring department standards are adhered to, supporting the departments safety goals, and reporting any concerns
- Develop and provide direction, feedback and training to all Residence Life staff on the administrative components of guest policies and Residence Community Living Standards

Off Campus Living

- Facilitate the Off Campus Living website, including landlord rental ads, resources, contact information
- Maintain education resources for students around legal and tenant rights
- Promote a safe and healthy living learning experience for students off campus through student education initiatives and connection with campus activities
- Create and implement effective tools for evaluation and assessment of student satisfaction and quality customer service of off campus students (i.e. surveys, focus groups)
- Maintain understanding of key City of North Bay regulations and by-laws that can impact student life
- Liaise with rental property owners
- Follow institution financial policies for revenue generation, staffing, programming, and expense tracking

II. Supervision

(25%)

- Responsible for hiring, training, performance management, scheduling and supervision of Residence Clerks (full time professional staff), Residence Office Assistants (academic year student positions), Guest Services Representatives (summer student positions), Off Campus Living Assistant

- Oversee and provide on-going consistent supervision through training programs, guidelines/procedures, regular staff meetings, one-on-one meetings and feedback, etc.
- Responsible for the development of employee manuals for all professional and student employees working the front desk
- In collaboration with other staff, coordinate, implement, and assess summer, winter, and online training programs for the student front desk employees
- Direct staff to implement policies and procedures in a consistent manner across all residence complexes
- Provide feedback and evaluation of student employees on a regular basis in a manner that benefits both the individual and the residence
- Administer staff accountability and evaluation processes
- Direct welcome team members in executing tasks for move in days
- Provide training for all welcome teams regarding residence administrative move in processes

III. General Administration

(10%)

- Address issues/concerns raised by current and prospective residents, parents or guests in a fair and tactful manner
- Advise, monitor, track, and account for service and staffing budgets
- Attend and participate in regular staff and project oriented meetings
- Collaborate with other staff to develop, implement and evaluate a process to manage residence damages
- Responsible for the approval of and distribution of promotional materials/posters in residence, including regularly reviewing the poster policy and communicating the policy to the campus community
- Participate in student recruitment events, as required
- Assist with all student employee selection processes
- Assist with fall move-in of students

Any other duties as assigned by supervisor.

EDUCATION:

Undergraduate Degree

TRAINING AND EXPERIENCE:

- A minimum of two years' experience in a university setting
- Experience working with budgets and budget controls
- Relevant leadership and supervisory experience
- Experience with administrative practices and procedures, preferably in an educational setting

KNOWLEDGE/SKILLS REQUIRED:

- Knowledge of the Canadian university system, and post-secondary systems in general
- Knowledge of relevant health & safety regulations
- Excellent oral and written communication and presentation skills

- Ability to exercise independent judgment and initiative to regularly solve problems
- Excellent computer skills
- Excellent organizational and prioritization skills
- Conflict management skills
- Ability to maintain confidentiality with the ability to exercise tact, diplomacy, and discretion in working with students and applicants
- Ability to deal with disruptive students, belligerent clients/parents/guardians, and stressful situations (discipline, responding to emergency calls)
- Ability to effectively participate and lead teams
- Ability to multi-task and function in a fast-paced environment

POSITION RELATIONSHIPS:

Supervised by: Manager, Residence Life

Workers supervised: Full-time Residence Clerks (3 full-time - 8, 10 and 12 months)
Front Desk Assistants, Guest Service Representatives, Off Campus Living Assistant
(student employees)

INTERPERSONAL RELATIONSHIPS/PERSONAL CONTACTS:

Internal: Students, staff and faculty, Campus Security

External:

- General public, prospective students, parents and guardians
- Emergency services (Police, Fire, Ambulance)
- Visitors and campus/conference Guests
- Other Universities and Colleges
- External health care providers (hospitals, clinics, mental health services, etc.)

MATERIALS/EQUIPMENT UTILIZED:

- Nipissing University Code of Students Rights and Responsibilities
- Relevant guidelines, policies and procedures
- Collective agreements
- Nipissing University Residence Community Living Standards (RCLS)
- Computer, telephone, fax machine, photocopier
- Datatel Software Program, Microsoft Office Suite, eRez Life Software Program
- Video surveillance equipment (recorders, monitors)

PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS:

- Seasonal peaks and an annual cycle
- Intense visual/listening concentration
- Variety of sitting, standing, walking, some climbing

- Participate in an on-call rotation - some portion of 24 hours a day, 7 days a week for 12 months of the year
- Limited travel
- Extensive evening and weekend work

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

Director, Human Resources

Date

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