Nipissing University
JOB DESCRIPTION

JOB TITLE:	Residence Clerk (12 months per year)
DEPARTMENT:	Residence Life
CLASSIFICATION:	Clerk A
WAGE GRADE:	WG 20
EMPLOYMENT DEFINITION (STATUS):	Full-time Support Staff
SUPERVISOR (POSITION TITLE):	Supervisor, Residence Services
DATE CREATED/REVISED:	February 2026

SUMMARY OF FUNCTIONS:

Reporting to the Supervisor, Residence Services, the Residence Clerk will be responsible for providing customer service, guidance, assistance, and ongoing front desk administration and support that enriches the residents' experiences in Residence. The Residence Clerk will be responsible for answering general inquiries, accurately sorting and processing daily resident mail, tracking service provisions, offering and merchandising products within a tuck shop, accurately maintaining front desk cash floats and following institutional finance processes for deposits, assisting with copying, printing and emailing of resident and professional staff documents, and colleting various reports/forms submitted by residents throughout all academic semesters. The Residence Clerk will also provide support to the Residence Life, Residence Maintenance and Summer Accommodations teams as well as assist with the residence admissions process and other projects relating to occupancy management when needed.

DUTIES & RESPONSIBILITIES:

Clerical Support **(40%)**

- Responsible for tracking front desk interactions and recording front desk activities and reporting to the supervisor and other staff as needed
- Coordinate review of tracking completed by student staff and escalate discrepancies or issues to supervisory staff, as required
- Assist with the creation of instructional materials and tracking sheets to coordinate Residence Life processes throughout all academic semesters
- Maintain and secure front desk cash floats, including residence safes and deposit boxes
- Coordinate the preparation of financial deposits of cash sales and laundry revenue within residence and summer accommodation operations
- Assist with the creation and distribution of informational material and programming promotions
- Assist with promoting activities and events through physical and digital calendars, notice boards and bulletin boards
- Create, review and update materials related to service provisions
- Assist with the distribution and tracking of tickets for Residence Life events
- Accurately coordinate incoming and outgoing mail and packages, including overseeing the tracking done by student staff

- Coordinate review of tracking of residence services and equipment made available to residents through the front desk
- Organize room bookings within residence spaces and assist in communicating the requirements to student staff, professional staff, internal university groups and clubs, and corporate services for external groups, following the provided procedures
- Assist the Manager, Residence Life and Residence Life Administrative staff with various clerical duties and resident communications
- Facilitate front desk operations for the assigned residence complex, including maintaining the organization of the front desk area and auditing supply levels to support all team members who use the shared workspace
- Support the daily task distribution for front desk student staff, ensuring all complex duties have been assigned and escalating matters of task accountability, as required
- Provide guidance and day-to-day assistance to student staff, as required
- Prepare routine correspondence for residents and student staff about front desk activities and processes
- Collect and/or distribute any reports/forms from residents, including management of resident files stored at the front desk
- Data entry
- Filing, printing, photocopying, scanning, and faxing documents for residents, student staff and professional staff

Customer Service & Resident Support (30%)

- Answer inquiries regarding residence, residence life, policies, and the University by telephone, email and/or in person
- Advises residents and guests on residence policies and procedures and supports their understanding of established expectations
- Engage with residents in a positive and friendly manner during all service interactions
- Guide residents to the appropriate residence, campus and community resources, providing instruction on how to navigate the university resources
- Assist with the training and guidance of new employees, including student staff
- Process and forward appropriate forms regarding problems/complaints that are reported to the front desk
- Monitor the lobby and common areas and report any security and safety issues to the appropriate Residence Life staff member
- Report maintenance concerns through appropriate channels and provide guidance to residents to support accurate submission of their own maintenance requests, as required
- Report issues and concerns with contracted ATM and Vending Machines through appropriate channels with service providers
- Provide assistance and information to visitors
- Contact residents with mail, packages, and oversized packages and arrange pick-up

Support to Residence Life, Residence Maintenance and Summer Accommodations teams (30%)

- Utilize 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 communication, tracking and collection of missing application information or resident information

- Assist with general correspondence and processes related to Residence Life and admission, policies and procedures
- Provide basic administrative support to the Maintenance team (e.g. documentation, filing, basic communications)
- Support the tracking of in-house residents during all academic semesters through administering the move-in and out, withdrawal and room transfer process clerical steps
- Assist with general organization and upkeep of residence specific student information management systems
- Assist with the coordination and tracking of residence wide student information for move-in and move-out cycles, throughout the academic year
- Support with keeping damaged inventories up to date with student and maintenance staff comments
- Review and assess maintenance damage charges by comparing findings against inventory reports; recommend the removal, adjustment, or upholding of charges to ensure accurate and fair student billing, based on collected information
- Assist with the damage appeal process by reviewing appeal submissions, compiling analyses and recommendations, coordinating appeal determinations with the Manager, Residence Life or designate, and preparing and issuing formal appeal response communications
- Conduct key audit process for all academic terms and communicate to Maintenance and Facilities staff any issues with fobs and keys
- Collaborate and maintain accurate key audit spreadsheets
- Assist with Summer Accommodations check-ins, service provisions, and guest support, as needed
- Answer a broad range of inquiries from residents, supporters, visitors, and internal and external guests in our operations, including summer, and provide directions or referrals where applicable
- Maintain a working knowledge of Residence Life Admissions policies & procedures, and assist with procedures from time to time as required
- Support the monitoring of the Residence Life general email by answering questions and providing follow-up or passing inquiries along, as needed
- Offer services to summer accommodation guests in the same manner during the academic year
- Provide support to the Residence Life department teams 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
- Strong keyboarding, proofreading, and attention to detail
- Sound knowledge of admission procedures and regulations
- Ability to work with minimal supervision

- Ability to draft correspondence
- Ability to communicate with all contacts and handle all situations in a pleasant and tactful manner
- Ability to multitask 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 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

MATERIAL 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
- General Office Equipment
- POS machine

PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS:

- Light to moderate physical demands (e.g. walking, lifting, carrying)
- Some visual & mental concentration
- Work could occur 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 (Approx. 1 to 3 times per year)
- High traffic flow in the area

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

Employee Name (please print)

Employee Signature

Date

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Approvals

Supervisor

Date

Human Resources

Date