

Nipissing University
POSITION DESCRIPTION

POSITION TITLE:	Supervisor, Residence Services
DEPARTMENT:	Residence Life
SALARY LEVEL:	Four (4)
EMPLOYMENT DEFINITION (STATUS):	Full-time Administration
SUPERVISOR:	Manager, Residence Life
DATE REVISED:	2026

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.

This position is not a live-in-position but does require the incumbent to live within city limits in order to respond to emergency situations. Frequent evening and weekend work is required.

DUTIES AND RESPONSIBILITIES:

Front Desks and Services

(60%)

- Oversee front desk operations at four distinct residence complexes, ensuring operational practices are consistent between complexes during academic and summer operations
- 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, board games, etc.) to the residents
- Facilitate the distribution process of front desk and residence life resources
- Oversee mail tracking and delivery to students residing in complexes
- Develop and implement processes for consistent operation of functions (e.g. tuck shops, key replacements, 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 training of welcome teams 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 and Vending Machines are appropriately stocked and operational to ensure revenue generation
- 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 appropriate service tracking functions consistent across all complexes, ensuring accuracy for reporting
- Maintain and regularly distribute accurate statistics on front desk and services utilization and satisfaction
- Facilitate the residence satisfaction surveys, work with Residence Life staff and other stakeholders to address issues and concerns and make recommendations and appropriate changes to services based on results
- 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

Advertising and Room Bookings

- Oversee the regular review of the advertisement and postering policy and communicate the policy to the campus and external community, including follow-up on breaches to the Residence Life solicitation policy
- Responsible for the approval of and distribution of promotional materials/posters in residence for the campus and external community
- Develop and collaborate with other members of the Residence Life Team on the creation of advertisements, promotional materials, and educational content for front desk services and the Residence Life department in physical and digital spaces
- Ensure promotional items placed in common spaces meet fire codes
- Develop and implement processes for the consistent operation of room bookings across complexes for internal and external use
- Follow up on usage of the booked space to ensure resource management and cleanliness standards are met

Safety & Security

- Oversee the development, review and implementation of safety and security procedures with regard to the residence front desks
- Collaborate with other staff to develop, review and implement other safety and security procedures with regard to the safety and security of students residing across all four complexes
- Promote a safe and healthy living, learning, and working environment by ensuring department standards are adhered to, supporting the department's 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
- Work closely with Facilities and Residence Maintenance to coordinate student staff key management

Supervision and On Call

(30%)

Supervision

- 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
- Responsible for the scheduling, monitoring, and tracking employee hours of work, including responding to overtime and vacation requests
- Oversee and respond to inquiries about front desk operations outside of regular office hours
- Address and follow-up on questions and concerns from employees that are working evening and weekend front desk shifts to operations continue smoothly
- Oversee the follow-up to summer accommodations duty logs
- Address and follow-up on concerns from summer evening and weekend duty shifts that affect front desk operations and overall guest satisfaction
- 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
- Ensure all employees under their purview practice appropriate ethical behaviour, respect Human Rights and respect the diversity of all individuals
- Ensure that all staff under their purview are knowledgeable, and remain current, of all appropriate University, Provincial, Federal and Municipal Regulations
- Direct welcome team members in executing tasks for move in days
- Provide training for all welcome teams regarding residence administrative move in processes

On Call

- Assume weekly, weekend and vacation duty coverage. Participation in a rotating 24-hour professional staff on-call system
- Respond on-site or through phone consultation, as appropriate, to residence and facilities-related queries while on-call
- Provide guidance, support, and follow-up to assist student staff in effective response to a variety of occurrences while on call
- Work collaboratively with the Manager, Residence Life; Campus Security, Police, Emergency Medical Services, etc. to respond to emergencies and situations requiring urgent on-site response while on call
- Respond on-site to residence-related emergencies/crises of a serious nature (fire, fire alarm, evacuation, death of a resident, medical emergency, assault, illegal substances, suicide, Self-harm, police investigations, etc.)
- Be knowledgeable of emergency response procedures and implement as required

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
- Serve as a contributing member of the Residence Life department on collaborative work, meetings, project teams and initiatives Collaborate with other staff to develop, implement and evaluate a process to manage residence damages
- Uphold related Residence and University policies to ensure the safety and enjoyment of the residence community
- Collaborate with the Residence Life & Admissions Coordinator and Manager, Residence Life to write and distribute effective communication to students

- Follow institution financial policies for staffing, programming, and expense tracking
- 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.

QUALIFICATIONS:

Education: Undergraduate Degree

Training and/or experience may be substituted for formal academic training at the discretion of the University.

Training, Experience, Knowledge & Skills Required:

- A minimum of two years' experience in a university setting with direct supervision experience Residence Life in a post-secondary environment
- Experience working with budgets and budget controls
- Relevant leadership and supervisory experience
- Experience with administrative practices and procedures, preferably in an educational setting
- A negative criminal record check with vulnerable sector screening is required
A valid driver's license with access to a vehicle, or the ability to reach campus in a timely manner is also required for on call shifts
- Knowledge of the Canadian university system, and post-secondary systems in general
- Knowledge of relevant health & safety regulations
- Working knowledge of Human Rights, AODA, residential accommodations, the Freedom of Information and Protection of Privacy Act and its implementation
- Working knowledge of the Residential Tenancies Act (RTA) and tribunal process is considered an asset
- Superior skills working with differing technologies, Microsoft 365 and social media platforms
- Excellent oral and written communication skills, tact and patience
- Strong presentation and interpersonal skills, able to influence, demonstrate a high degree of empathy and advocate for others
- Demonstrated ability to exercise judgment and use initiative in applying and interpreting a variety of procedures, policies, and practices to regularly solve problems
- Demonstrated ability to work independently and successfully in a team oriented, collaborative environment
- 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

RELATIONSHIPS/CONTACTS:

Supervised by: Manager, Residence Life

Supervises:

- Full-time Residence Clerks (3 full-time - 10 and 12 months)

- Front Desk Assistants, Guest Service Representatives,
- Off Campus Living Assistant (student employees)

Internal: Staff, students and faculty

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 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

Human Resources

Date