



## Position Description

<b>Position Title</b>	<b>Residence Life Officer</b>
<b>Position Number</b>	<i>73-12419</i>
<b>Department</b>	<b>Aurora College</b>
<b>Division\Region</b>	<b>Yellowknife</b>
<b>Location</b>	<b>Yellowknife Campus</b>
<b>Financial Code</b>	<b>YARDB</b>

## **PURPOSE OF THE POSITION**

(The main reason for the position, in what context and what is the overall end result)

The Residence Life Officer is responsible for planning and organizing all facets of the Yellowknife Campus student housing and operation. This includes ensuring a safe and secure student/tenant environment that is conducive to the personal development and study requirements of student/tenants. It also includes ensuring that facilities and operations are maintained in a safe, clean, orderly and effective manner. The Residence Life Officer works within the context of the College's vision and principles, the Aurora College Policies and Procedures Manual. Our goal is to support the student/tenants in a positive and caring manner towards their success.

## **SCOPE**

(The way that the position contributes to and impacts on the organization)

The Residence Life Officer makes a significant contribution to the operation of the Campus and has a significant impact on student /tenants. The incumbent is responsible for the daily operation of 40 student accommodation units on Campus. Duties include supervising the student/tenant caretakers; providing student support and guidance; liaising with College staff to resolve student issues; following established procedures for application/selection/assignment of housing units; and responding to repair and maintenance issues.

Yellowknife Campus also has rental agreements with outside agencies as a result of the increased number of students participating in programming at Yellowknife Campus. Therefore this position will be responsible for liaising with these Landlords, and communicating with those student/tenants that reside in 26 off-Campus housing units.

## **RESPONSIBILITIES**

(Major responsibilities and target accomplishments expected of the position including the typical problems encountered in carrying out the responsibilities.)

### ***1. Plan and coordinate student housing operations***

#### **Main Activities**

- Review all residence license agreements with the Manager of Student Services to ensure they are current and in compliance with College policy and procedures.
- Ensure that on campus living policies, procedures, rules and regulations are implemented and maintained.
- Establish effective reporting procedures and methods of feedback as a measure of monitoring campus living activities.
- Take appropriate action to reinforce and support a positive environment for living and studying.

- Communicate to the Manager of Student Services matters that may require reprimand and/or eviction of a student/tenant from housing.
- Communicate to the Manager of Student Services all security reports pertaining to student/tenants.
- Ensure that all data is collected and/or updated in a timely manner related to inquiries and applications for accommodation.
- Process all applications in a timely manner; notify students and forward housing information.
- Prepare information packages and handouts for students in accommodation.
- Communicate with prospective student/tenants concerning on Campus living.
- Process monthly rent invoices and distribute to student/tenants.
- Ensure that student rent accounts are paid in a timely manner. Respond to and address students who have outstanding accounts; refer to the Manager of Student Services for assistance where appropriate.
- Prepare and maintain an off-campus housing list for students not eligible for College accommodation
- Complete check-ins and check-outs.
- Coordinate and conduct routine and year-end unit inspections of all housing units.
- In consultation with the Building Manager, ensure that the maintenance, preventative maintenance and repair of all units are timely and current; refer issues to the Manager of Student Services as appropriate.
- Develop and maintain a tracking system for costs associated with each unit.
- Supervise the student/tenant caretakers to ensure duties are being followed and support is provided to the student/tenants.
- Hire and supervise contract-cleaning staff.
- Coordinate with finance invoicing of student/tenants for costs other than rent, i.e. key cutting, cleaning, and/or damage costs.
- Research and requisition residential fixtures and furnishings as required.

## ***2. Housing Student Support***

- Work with student/tenants to plan and support activities throughout the academic year.
- Provide and implement a process of responding to student concerns. Facilitate and work towards solutions; refer students as appropriate, to other College staff, i.e. the Counselor or Student Success Coordinator and refer major conflicts to the Manager of Student Services.
- Explain the residence license agreement to students as required.
- Work with Security Staff in ensuring the safety of student/tenants.

## ***3. Complete other related duties associated with Student Services***

- Create and regularly update a student/tenant handbook

- Write and edit other residence information
- Consult and liaise with other College Staff regarding housing availability and housing operations and maintenance where applicable.
- Maintain statistics pertaining to accommodation vacancy and no-vacancy status.

## **KNOWLEDGE, SKILLS AND ATTITUDES**

(The knowledge, skills and attitudes required for satisfactory job performance)

### **Knowledge**

The incumbent of this position requires a sound knowledge of the principles, practices and operation of student residence facilities. The incumbent requires knowledge in policies, procedures, rules and regulations concerning on campus living and facility operations and maintenance and in establishing budgets and internal policies and procedures. The incumbent also requires and in-depth knowledge and understanding of Northern cultures and politics including how peoples from various cultures are likely to interact within confined accommodation facilities.

### **Skills**

The incumbent of this position requires skills in the areas of

Client Service centered	Computer & Internet Usage	Analytical Thinking
Budgeting	Verbal/written communication	Excellent interpersonal communication
Excellent understanding of Northern and Aboriginal Culture	Crisis management	Adaptability
Coordination	Develop reports and statistics	

### **Attitudes**

The incumbent of this position must be

Honest	Team Player	Organized/Concern for order
Cooperative and Friendly	Positive	Innovative
Creative	Independent thinker	Confident
Ability to maintain confidentiality	Flexible	Respectful of others
Personable	Approachable	

## **WORKING CONDITIONS**

(The unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent including the frequency and duration of occurrence of physical demands, environmental conditions, demands on one's senses and mental demands.)

### **Physical Demands**

(The nature of physical effort leading to physical fatigue)

The incumbent is expected to occasionally lift heavy items such as boxes and/or smaller pieces of furniture, as well as standing for long periods of time i.e. performing check-ins and check-outs. In addition to the regular workload, the incumbent is expected to meet with others. The constant needs for personal interaction can lead to physical fatigue.

### **Environmental Conditions**

(The nature of adverse environmental conditions affecting the incumbent)

The incumbent is located in a pleasant office environment; however, the incumbent is faced with interruptions and must meet on a regular and constant basis with others in various environments.

### **Sensory Demands**

(The nature of demands on the incumbents' senses)

The incumbent must spend long hours in intense concentration, both of a technical and an interpersonal nature. The incumbent must be especially adept at listening to and understanding others from a variety of cultural backgrounds. The incumbent must also spend long hours on the computer, which requires a great deal of attention to detail.

### **Mental Demands**

(Conditions that may lead to mental or emotional fatigue)

The incumbent is faced with significant mental demands stemming from the need to communicate with others on a regular and ongoing basis. Stress can be caused by handling a wide variety of tasks related to the position, the volume of work associated with the position, the need to meet tight deadlines, prioritizing commitments, and dealing with interruptions. In some rare cases others can become very demanding and verbally abusive. Stress is also caused by high workloads, particularly during peak periods, and the need to respond to inquiries in a timely manner.