

**Nature of the Work:**

Reporting to the Manager, Housing Services, the Housing Services Student Support works close with the Housing Services Team (Operations Coordinator, Housing Services Coordinator and the Manager, Housing Services) to implement the residence assignment strategy for single student housing for the upcoming fall term. The incumbent may support the housing team in providing regular reports of residence occupancy and application numbers. They will also be responsible for providing outstanding customer service to residents, tenants, guests, parents, guardians, faculty and staff.

This is a regular studently hourly position, up to 35 hours per week position from May 1 to August 31. If available part time hours from April 1 – 30 and September 1 – 15 maybe required. Due to the nature of the Residence Services operations, some early morning, late evening, weekend and holiday work is required. This position will support highly complex room assignment and occupancy management issues. This position will be a member of the Residence Services team, but will often work independently, and work closely with the UCalgary Accommodations team and Ancillary Integrated Service desk/Campus Services Centre.

Primary Purpose of the Position:

This position will support the Housing Services Team with working on offers, answering email and phone calls in regards to offers and any questions that customers may have about housing. The Housing Services Student Support will also be supporting the residence tour guide program and offer tours of residence to prospective residents through-out the summer. This position will also help with the implementation of residence move-in day.

Qualifications/Expertise Required:

- Must be a student that is registered in one (1) or more courses or registered as a Graduate Student at the University of Calgary.
- Experience working within the confines of institutional policies, procedures and requirements in addition to legislative requirements such as the Alberta's Access to Information Act (ATIA) and Protection of Privacy Act (POPA) is an asset
- Strong sense of professionalism and ability to effectively and professionally communicate with individuals at all levels of the University (Students, Staff, Management, Senior Administration) including the ability to handle sensitive and confidential materials appropriately
- Experience working with housing/hospitality management database (StarRez) is an asset
- Previous experience in the customer service industry and a sound knowledge of the university campus, specifically Residence Services, facilities and surrounding area is an asset
- Professionalism, patience, flexibility, telephone and service etiquette skills are essential

- Possess problem solving skills that will ensure customer satisfaction balanced with departmental success
- Working knowledge of Microsoft Word, Internet applications and Excel is a necessity
- Experience living or working in a residence environment
- Strong and effective communication, both written and oral is required
- Ability to demonstrate excellence in documentation management (including electronic documents)
- Ability to work independently and under pressure to meet strict and multiple timelines
- Ability to effectively prioritize and successfully perform duties autonomously

Accountabilities:

The Housing Services Student Support is responsible for the following outcomes:

- Tours of residence are offered during reasonable times, that all information given is correct and that all tour guides are properly trained
- Staying current with departmental policies, procedures and activities
- Maintaining positive working relationships with office colleagues to ensure timely communication and effective office support
- Listen effectively, communicate (with staff & guests) and remain professional during stressful situations
- Ensure regular work attendance and timely reporting for start of shift
- Maintain confidentiality in handling student inquiries and records
- Maintaining positive working relationships with office colleagues to ensure timely communication and effective office support
- Other duties or tasks may be assigned on an as-needed basis

Tasks & Duties

Customer Service and Communication

- Work collaboratively with colleagues and solicit relevant information from the various units in the department to ensure that all front-line services provide current and accurate information.
- Regularly audit the e-mail and web services for quality and efficiency of response.
- Managing and responding to emails from students, parents, advisors, and campus partners regarding questions, concerns, and special needs of incoming and perspective students
- Responsible for all tours of residence, including from our residence website, walk-ins and Campus Tours
- Provide professional check-in and check-out services for students, their families and guests

Housing and Occupancy Management

- Support keeping accurate data on students who accept and decline all offers for residence
- Support in maximizing occupancy levels in all residences

- Support room assignments, room changes, and check-in/check-outs
- Assist in the organizing and execution of residence move-ins
- Process the admissions for new and returning students by answering inquiries and assisting in the creation of publications and mailings
- Assist with other housing projects such as furnishing projects, processing and tracking online housing forms

Occupational Health & Safety

- Understands and comply with the requirements of the University's Occupational Health and Safety Policy
- Has knowledge of and understands the expectations of the University's Occupational Health and Safety Management System (OHSMS) and applicable
- Faculty/Departmental/Unit specific health and safety policies and procedures
Ensures that all work conducted is in accordance with the Alberta Occupational Health and Safety Act, Regulation and Code and other health and safety legislation as applicable

Core Competencies

the University has established 8 core competencies that flow from its mission and values. Competencies define the behaviours, knowledge and skills important for University of Calgary staff. Further information about the 8 competencies, and detailed definitions can be accessed on the Human Resources website <http://www.ucalgary.ca/hr/>, or through contacting Human Resources.

Each of the 8 competencies is important for staff at the University. Applying relative weightings to them identifies which of the 8 are especially important for a particular position. Relative weightings assist with selection and performance development processes. Most job profiles have up to 3 competencies selected as having CRITICAL IMPORTANCE, with the rest being selected as having CORE IMPORTANCE.

COMMUNICATION: Ability to share information in an effective and collaborative manner.

Critical Importance

FLEXIBILITY: Ability to adapt and respond to the changing environment and to constructively create opportunities for change through active participation.

Critical Importance

INNOVATIVENESS/INITIATIVE: Ability to be creative, challenge and demonstrate initiative to generate improvements and foster positive outcomes.

Core Importance

KNOWLEDGE AND TECHNICAL SKILLS: Ability to demonstrate proficiency in technical and job knowledge aspects of the position to achieve a high level of performance. An ability and

desire to continuously learn.

Core Importance

LEADERSHIP: Ability to achieve positive outcomes by encouraging, supporting, coaching, developing and mentoring others.

Core Importance

PERSONAL EFFECTIVENESS: Ability to demonstrate respect, dignity and integrity in interpersonal relationships and to demonstrate positive personal coping and wellness strategies.

Critical Importance

TEAMWORK: Ability to function effectively in team situations both within and across departments and other organizations to achieve optimal collective results.

Core Importance

UNIVERSITY UNDERSTANDING: Ability to demonstrate effectiveness within the University environment and demonstrate an understanding of the University context.

Core Importance

Staff Member: _____ Date (yy-mm-dd): _____

Team Leader/Supervisor: _____ Date (yy-mm-dd): _____