**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Residence Steward

**Job Number:** A-306

**NOC:** 1411

**Band:** 3

**Department:** Housing Services

**Supervisor Title:** Manager, Operations

**Last Reviewed:** March 31, 2017

**Job Purpose**

The Residence Steward is responsible for working as part of the residence community. The incumbent processes resident work orders and forwards concerns to appropriate individuals (e.g. Physical Resources, Housing, Residential Development Corporation staff). The incumbent communicates effectively with residents regarding facilities related concerns, conducts regular room and building inspections, and works with a variety of vendors to ensure residence facilities and services enhance student satisfaction. The incumbent interacts regularly with College Residence Life Coordinators to keep them apprised of facilities and potential behavioural related issues within the college residence.

**Key Activities**

**Housing Facilities 40%**

1. Performs routine rounds of the buildings and forwards work orders for any concern
2. Reviews resident work orders and address concerns with appropriate individual (e.g. PRD, RDC)
3. Liaise with Physical Resources Department and/or Residential Development Corporation as needed to follow up on facilities related issues in residence buildings
4. Follows up on resident work orders and communicates directly with residents
5. Assists with moving furniture and setting up of temporary spaces
6. Conducts room inspections of residents rooms and follows up as needed
7. Assists with developing and implementing year-end move out processes including assessing student damages
8. Liaise and coordinate service calls with vendors (e.g. Coin-o-matic, Cogeco, Nexicom, McWilliams Moving & Storage, etc.)
9. Accompanies university personnel and external contractors requiring access to residence facilities (e.g. IT Staff, Coldex, McWilliams, etc.)
10. Assists with inventory maintenance and replacement of inventory as needed
11. Coordinates the purchase, delivery, and installation of materials under $5000 (e.g. Kitchen appliances, minor furniture purchases, etc.)
12. Assists with the purchase, delivery, and installation of materials over $5000 (e.g. Major furniture purchases)
13. Assists with the coordination, delivery, and installation of materials in residence rooms at all residences
14. Assists with the coordination of summer transitions to ensure that residence rooms are in excellent condition for conferences and the academic year
15. Replaces desk lamps and bulbs, garbage and recycling bins in residence rooms as required
16. Completes minor maintenance tasks
    * Replace light builbs
    * Minor repairs of residence furniture

**Residence Community 30%**

1. Works as part of the residence community, including building professional working relationships with student staff, residents, and other University personnel
2. Maintains regular office hours for students to meet one on one or in groups regarding facilities concerns
3. Answers questions from residents and/or refers to appropriate resource
4. Monitors behaviour within the community, referring matters requiring follow up with student staff and/or College Residence Life Coordinator
5. Maintains visibility within the residence community to meet with residents regarding facilities related concerns
6. Assists residents with gaining access to their rooms when locked out
7. Posts information signage throughout residence buildings
8. Maintains and reconciles $100 float

**Mail 10%**

1. Provides mail services to residence students including receiving, signing for, sorting and delivering mail
2. Liaises with the mail room
3. Collects outgoing mail from residence students
4. Receives, logs, and distributes packages to residence students
5. Assigns and maintains residence student mailboxes

**Other 10%**

1. On a monthly basis collects laundry change and delivers to Housing Office for deposits
2. Attends monthly facilities tours with Coordinator, Housing Facilities, College Residence Life Coordinators, and Physical Resources staff to identify and develop solutions to on-going facilities related concerns
3. Provides guidance and direction to the Service Centre Student Assistants in the absence of the Facilities Coordinator.
4. Upholds residence agreement and policies when necessary
5. Participate in planning and execution of move in/move out processes, working collaboratively with housing services staff
6. Be knowledgeable of emergency response procedures and implement as required
7. Provides assistance to the Housing Services main office when needed
8. Makes budget submission recommendations
9. Participate in departmental meetings as required
10. Other duties as assigned

**Analytical Reasoning**

Reviewing resident work orders

* Occurs daily throughout the academic year
* Understand computer software to log in and review work orders
* Interpret student requests
* Exercise judgement regarding the priority level of the issue (e.g. emergency vs. routine)
* Follow guidelines to forward work order to appropriate individual
* Compose emails to students regarding the status of their work order
* Follow up with Physical Resources and/or Residential Development Corporation staff regarding the status of the work order

**Decision Making**

* Incumbent acts independently and requires limited guidance or assistance in the handling of day to day tasks (e.g. routine rounds, processing work orders)
* Incumbent is expected to understand the scope of responsibilities and use judgement to prioritize and complete tasks as necessary (e.g. quickly refer emergency items to appropriate individuals)
* Incumbent is expected to independently interact with diplomacy and tact with students and staff in residence (e.g. discussing issues, communicating directly, answering questions)

**Impact**

* Failure to complete tasks (e.g. complete routine rounds, maintain inventory) when necessary could create diminished or deteriorated residence furniture and related items
* Failure to complete tasks and work well with PRD/RDC (e.g. forwarding of work orders, following up on work completed) could impede appropriate work requests and result in a lack of communication and deterioration of residence facilities
* Improper attention to detail (e.g. room inspections) could result in additional repair and/or costs to facilities, furniture or related items

**Education**

* Secondary school

**Experience Required**

* One year of related experience; experience related to facilities preferred
* Knowledge of Residential Tenancies Act required
* Ability to work independently
* Demonstrated skills in, and commitment to, customer service and continuous improvement
* Working knowledge of word processing, database/spreadsheet software, email, and electronic inventory systems
* Demonstrated ability to exercise judgement and use initiative in applying and interpreting a variety of procedures, policies, and practices
* Good written and oral communication skills
* Must use tact diplomacy
* A clear understanding and demonstrated abilities for confidentiality required
* Strong orientation toward serving students and good interpersonal skills
* Must be able to lift and carry up to 40 lbs.
* Valid class “G” driver’s license
* Must be able to work evenings and weekends where required
* Criminal Records Check (dated within the last 6 months), including vulnerable sector check, will be required as a condition of employment

**Communication**

Internal

Communicating for the purpose of exchanging information

* Housing Services professional and student staff
* Physical Resources staff
* Residence students
* Other university staff or faculty in the general course of daily interactions

External

Communicating for the purposes of exchanging information

* Residential Development Corporation superindendent
* Vendors including but not limited to
  + Coin-o-matic
  + Cogeco
  + Nexicom
  + Coldex
* Prospective students and families

**Effort**

Physical

* Must be able to lift and carry up to 40 lbs (e.g. carrying and distributing mail, moving furniture)
* Standing/walking (e.g. routine rounds of residence, completing room inspections, reviewing completed work)
* Reaching, twisting, bending (e.g. minor maintenance, touching up painting)

**Working Conditions**

* Must be able to work evenings and weekends where required (frequent through mid-August to mid-September, early January, mid-April to mid-May)

Physical

* Must be able to lift and carry up to 40 lbs (e.g. carrying and distributing mail, moving furniture)