

Job Description



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| Job Title: | Manager, Residence Services |
| Department: | Housing and Residences |
| Reports To: | Assistant Director, Student Development and Residence Experience |
| Jobs Reporting: | Co-ordinator, Desk Services and Operations (1) Project Co-ordinator, Recruitment, Training and Development (1) Program and Resources Co-ordinator (3) |
| Salary Grade: | USG 9 |
| Effective Date: | January 2020 |

Primary Purpose

The Manager, Residence Services is accountable to the Assistant Director, Student Development and Residence Experience (SDRE) for the strategic development and management of the Residence Services portfolio offered in Housing and Residences. This includes providing strategic leadership to Desk Services, overseeing implementation and assessment of operations and services that directly impact the student experience, and providing leadership to the administration and management of recruitment, training, and development for staff across five functional areas (Residence Life, Residence Learning, Residence Services, Research and Evaluation, Graduate and Student Family Housing)..

The Manager, Residence Services is part of an interdependent and collaborative team committed to integrating the student voice and connecting research and evaluation to our practice in order to continuously build on our understanding of our students' wants and needs and on our knowledge of how living environments contribute to student success. Our curricular approach facilitates the design and delivery of experiences and services so that students achieve priority developmental and educational outcomes.

Key Accountabilities

Leadership and Management

- Provides strong leadership, direction, and guidance to all direct reports including setting clear and reasonable goals and expectations and alignment with the department's mission vision and values.
- Directs SDRE staff by ensuring they are aware of and implementing University policies, employment legislation regarding financial management and control, payroll administration, student-staff hiring practices, training and onboarding, and general scheduling.
- Initiates the ongoing review of specific policies, processes and business systems within the Residence Services portfolio, in order for staff to identify and implement recommendations that improve efficiency for the functional area or business unit.
- Ensures strategic alignment exists between the Desk Services portfolio, the Program Resource Co-ordinator portfolios, and Project Co-ordinator, Recruitment, Training and Development portfolio.
- Oversees development and implementation of ongoing required training for Student Development and Residence Experience (SDRE) student-staff.
- Ensures the co-ordination of all student-staff recruitment and selection processes, and training programs for 250+ student-staff annually. This includes providing leadership and guidance on items

such as pre-service training, year-long professional development, evaluation, rewards and recognition.

- Anticipates, develops strategies, and exercises due diligence to promote and foster fair recruitment practices – inclusive of diversity best practices.
- Assumes project management oversight on behalf of SDRE for cross-campus initiatives that benefit multiple campus partners, which may include participation on working groups, proposal writing, resource allocation, etc.

Customer Service Strategy

- Leads a culture of exceptional customer service, and ensures that delivery of all information and services by the Residence Services team remains student-focused.
- Provides leadership and input into the vision, design, development and delivery of evolving Campus Housing services.
- Oversees strategies for SDRE and Campus Housing that regularly and actively engage students to understand how our services are contributing to a positive residence experience.
- Leads the Residence Services team by assessing performance against defined service standards and makes adjustments as required to ensure continuous improvement and/or the development of services, systems, procedures, and products within SDRE add value to the student, staff, and visitor experience in residence.

Relationships and Collaboration

- Collaborates and works closely with SDRE managers and staff across Housing and Residences, to ensure direction and delivery of residence services and execution of the department's business processes.
- Develops productive, collaborative partnerships with Housing colleagues, campus stakeholders, and external service providers in order to create and provide outstanding student services and supports for residents.
- Strategizes with partners across campus to enhance residence services, and business processes that improve student satisfaction.

Human Resources and Financial Management

- Provides oversight and monitoring of payroll processes for all SDRE casual employees.
- Designs, leads, and supports the recruitment strategy for all SDRE staff (permanent, temporary) and student-staff (casual). Ensures training and development strategy remains aligned with campus and industry best practices.
- Provides direction to the Project Co-ordinator, Recruitment, Training and Development so that the business unit's recruitment, training, and development processes are implemented in a way that improves integration of work systems and processes across SDRE and across Housing's work with campus and external stakeholders.
- Monitors, reviews and oversees the alignment of all Human Resources functions in the business unit as they relate to full-time and temporary staff, and casual student-staff including recruiting, hiring, training, performance management, appraisals, etc. Proactively recommends new opportunities to build greater efficiencies across SDRE.
- Ensures regular collaboration with Human Resources (and campus partners, as needed) so that recruitment, training, and payroll processes for all SDRE staff (FTE, contract, and casual) are adhering to employment standards and university policies.
- Partners with Human Resources to advise the business unit on HR related systems (ie. Workday), pay dates, legislation changes (i.e. minimum wage, overtime, etc.). Manages, reconciles, and oversees execution of a large annual budget, which includes decision-making and spending authority over staff salaries, professional development, and program operation costs (e.g. Front Desk services, general program administration for the business unit, and contracted services).

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Assessment

- Leads the process of developing assessment frameworks in order to monitor/analyze the delivery of student services and to understand the impact of services on the student experience.
- Regularly leads staff to review performance of business systems, in order to identify and implement opportunities for improving efficiencies that benefit business unit.
- Conduct strategic and periodic analysis of data to evaluate existing and proposed new customer service initiatives.
- Uses research, best practices and service data to set goals for and continuously improve and evolve the services offered at the residence front desks, to ensure services remain student-focused and aligned with departmental priorities.
- Implements appropriate evaluation mechanisms to measure achievements across all areas of the Residence Services portfolio, and reports regularly on these results.
- Works with managers across Campus Housing business units and stakeholder groups to evaluate existing services, in order to review/ensure that the Residence Services portfolio meets other functional areas' needs and to develop new processes/services that are aligned with our departmental strategy and University priorities.
- Collaborates with managers, staff, and student-staff across functional areas to evaluate and enhance current recruitment processes, training, and professional development programs in response to staff needs, department strategies and University priorities.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- Undergraduate degree or equivalent education and experience in a student development related field preferred.

Experience

- 5 years' of progressive management experience in student-facing services and operations.
- Managing/leading a team in a student services environment, with highly developed human resource management abilities.
- Managing a complex set of competing operational priorities, and regularly advising and responding to operational challenges or emergencies.
- Developing and delivering integrated programs/services, performance indicators and assessment methods.
- Demonstrated experience facilitating a collaborative process of innovative thinking from problem/opportunity discovery to solution implementation that adds value for residents and for the department.
- Experience with fiscal resources and control (budget development and reporting, purchasing, and contracts) is an asset.

Knowledge/Skills/Abilities

- Strong leadership skills, with the ability to inspire and lead a team of staff and student-staff.
- Exercises skill in managing people and ensuring a departmental culture that enhances productivity, professional development and career opportunities.

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- Familiarity with relevant University of Waterloo policies, procedures and guidelines preferred, including Health and Safety, Staff Employment, Conflict Management and Human Rights, and AODA requirements.
- Strong service excellence, creating/implementing customer service standards – customer experience.
- Strong written and oral communication and presentation skills. Ability to communicate effectively with diverse teams, stakeholder groups, and students in a respectful and professional manner.
- Strong organizational, analytical and problem-solving skills.
- Demonstrated ability to exercise sound judgement and discretion when handling confidential and sensitive information.
- Financial acumen, with the ability to prepare and supervise budgets and authorize project, services, and/or operation expenditures.
- An understanding of and willingness to engage in assessment and on-going service evaluations as a central component of strategic planning for operations to ensure student services remain appropriate, student-centric, and relevant.
- Proven leadership and problem-solving skills. Comfortable working as a member of a team composed of individuals with varying responsibilities.
- Demonstrated ability to contribute to and thrive in a collaborative environment and to apply a positive team approach to working with colleagues.
- Demonstrated ability to use and interpret data to make decisions, and communicate results effectively to various stakeholders.

Nature and Scope

- **Contacts:** Internally, this position collaborates regularly with staff across all functional areas within Housing and Residences to create a systematic and consistent 24/7 Front Desk operation in five residence communities. Interacts regularly with campus partners including WatCard, Print + Retail Solutions, Parking Services, Food Services (Summer Accommodations), IST, etc. Externally, this position builds collaborative relationships with service vendors for campus/grocery shuttles, linens, equipment, supplies, etc. Acts as a primary point of contact to key stakeholders, external partners, departmental Managers and Co-ordinators for any items related to Residence Services.
- **Level of Responsibility:** This role is responsible and accountable to the Assistant Director, Student Development and Residence Experience. This provides leadership, guidance, and support to the Residence Services team. Oversees Front Desk operations, as well as processes/policies in the business unit to manage programs and resources and to recruit, train, and develop staff. This position provides leadership, coaching and support to the Residence Services supervisors, and to the SDRE management team on matters related to Residence Services and Human Resources practices
- **Decision-Making Authority:** The Manager, Residence Services performs their duties conscientiously and responsibly, adheres to high personal standards of behavior with students, colleagues, members of the University community and clients of the University, and in a manner consistent with the ethics of their own profession. This position has decision-making authority within the functional area of Residence Services (i.e. staffing decisions, business processes, expense management, and service development and delivery).
- **Physical and Sensory Demands:** This managerial role in an office setting involves minimal physical demands and moderate sensory effort resulting in slight fatigue, strain, or risk of injury.
- **Working Environment:** Minimal exposure to conditions typical of a position exposed to stress and pressure associated with management-level responsibilities. Occasional evening and weekend work is required. There may also be multiple and/or tight deadlines beyond one's control and regular interruptions (i.e. phone calls, emails, and unplanned but urgent service requests) that are impacted by

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varying student volumes at different times of year. This position manages and participates in an on-call emergency procedure, involving the availability to respond to urgent inquiries via email or phone after business hours.