

Job Description

Job Title:	Resident Attendant
Department:	Campus Housing
Reports To:	Supervisor in delegates area
Jobs Reporting:	None
Salary Grade:	USG 2
Effective Date:	November 2022

Primary Purpose

The Resident Attendant is responsible for providing and maintaining a high standard of cleanliness and service as required in a student residential environment. The incumbent is a member of the Residence Facilities team, who work closely together to ensure that the student experience includes a safe, accessible, well maintained, and supportive home where all students succeed personally and academically. The incumbent will be required to participate in activities that align with Residence Facilities organizational goals and objectives, and the department's mission statement.

Key Accountabilities

Daily Operations – Cleaning + Maintaining

- Performs and maintains a high standard of cleanliness in assigned area.
- Qualifying reported facilities issues to create a positive living experiencing, this involves rectifying issues that do not require trades involvement such as replacing light bulbs, plunging toilets, etc.
- Conducts decisions related to prioritizing cleaning/maintenance issues as directed by the leadership team.
- Regularly communicates ideas that support continuous improvements regarding service and daily operations.
- Fully trained on the use and maintenance of all cleaning equipment, such as ride on and walk behind equipment.
- Assist with inventory control within the assigned working area(s).
- Completes project work such as removing and sorting garbage to support the waste diversion team, conducting room inspections at end of term, assist with managing supplies to conduct spring cleaning, etc.
- Required to travel on campus when staff are delegated tasks in multiple buildings within a shift.
- Adjusts daily tasks to create time for recurring events such as team meetings, events within the department or university.
- Completes special assignments such as storage requests, supporting accessibility requests and facilities set ups required by other staff.
- Assist the Supervisor by providing support to external service providers as needed. Some examples include conducting tours, permitting access, conducting hands-on training, etc.
- Other duties as assigned.

Customer Service

- Advocates for and fosters a sense of belonging with residents in the community by being available, present, and accessible to provide facility support and connection during their assigned shift.

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- Promotes and engages students in educational programming and events within their area to strengthen community engagement and to cultivate a memorable experience, such as supporting Waste Diversion initiatives, Sustainability Education and End of Term Events.
- Through regular connections and being available, this role nurtures student independence; providing knowledge and information needed to help solve facilities issues by referring students to the appropriate resources.

Safety:

- Promotes and maintains a healthy work environment that adheres to the University of Waterloo health and safety practices, as well as the Occupational Health and Safety Act.
- Assists with safety and security procedures within the residence's buildings included but not limited to end of term lockdown, minor facility related emergencies, etc.
- Identifies and assists with safety efforts (inspections, JHSC visits) with the Supervisor and/or the Residence Facilities Coordinator in incumbents' area.
- Complete all Health and Safety training, equipment training, SOP related to the role and as directed by the leadership team.

Communications:

- Uses smartphone to obtain daily tasks, report deficiencies, attend virtual meetings and to communicate with team members and supervisor.
- Contributes to prioritizing work with others on the same shift/transition of shifts, to ensure all team members in the assigned buildings are aware of daily/termly operational needs and updates to the ongoing work.
- Participates and contributes to regular team meetings and department wide meetings, and supports required actions such as completing surveys, providing insight/feedback, participating in team building events, information sessions, etc.

Support and Collaboration:

- Establishes and maintains effective communication and working relationships within the Residence Facilities and Student Development and Residence Services teams, University personnel, management, vendors, and service providers.
- Represents Campus Housing during many events which requires on hand support and problem solving to help execute key events, such as but not limited to Move in, lockdown, Uwaterloo Day, Open Houses, Waste Diversion Events, etc.
- Anticipates needs and highlights resources available (facilities and other) for incoming students during the move in period and throughout the term.

**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

- High school education.
- Post-secondary education is considered an asset.

Experience

- This position requires a high degree of organizational skill, interpersonal skills, problem solving ability to balance multiple priorities and deadlines.

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- This position wears a uniform; therefore, incumbent must be always professional and approachable. Being friendly, open to communication and welcoming is vital given this role fosters a sense of belonging in the community.
- Strong communication skills are required, both oral and written, with the ability to build strong trustworthy relationships.
- Incumbent can perform physically demanding duties such as lifting 75 lbs, moving appliances such as fridges/stoves throughout buildings, some of which do not have elevators. Institutional experience with cleaning methods and working with cleaning products. Exceptional attention to detail.
- This position requires the demonstrated ability to interact collaboratively with a wide variety of people in many different contexts, as well as work independently. Proven ability to take initiative, being both creative and flexible is required. Incumbent must possess the ability to adhere to privacy guidelines.
- Experience working in a student environment and making evidence-based decisions is considered an asset.

Knowledge/Skills/Abilities

- A working knowledge of computing skills, smartphone/apps and an awareness of web related communication tools is required.

Nature and Scope

- **Contacts:** Internally, this position represents Campus Housing to the greater public and interacts regularly with colleagues, leaderships roles within the department and the institution. This position will also interact frequently with students and with parents and family members of students during key points of the year such as move in, Uwaterloo days and open houses, where positive impressions evoke a sense of caring, belonging and a favorable reputation. The level of influence this role has on students and peers is high and therefore must come with a willing and optimistic approach to their work.
- **Level of Responsibility:** This position is responsible for providing and maintaining a consistently high level of cleaning services during the incumbent's shift. This position provides support to colleagues, Leaders, Residence Life Coordinators, Front Desk Assistants, and Residence Facilities Coordinators. This position often works independently, as well as a member of a team and requires outstanding customer service, sound judgement, a strong work ethic and ability to work under very challenging time constraints and conditions. The incumbent needs to be able to change directions swiftly, manage many tasks simultaneously and be flexible to changing schedules and workload. It is expected that the incumbent will work with a high degree of professionalism, practicality, and courtesy.
- **Decision-Making Authority:** The incumbent must be able to make informed decision based on standard cleaning practices and prioritizing cleaning tasks in collaboration with others but will also be required to make independent decisions related to unplanned urgent requests in the absence of a supervisor. This role is expected to make recommendations to the leadership team about improved service opportunities and operational efficiencies that impact the incumbent's area.
- **Physical and Sensory Demands:** This position will involve physically demanding tasks that could include but are not limited to: lifting (up to 75lbs), walking 10-20,000 steps per shift. The role frequently moves furniture/appliances and conducts custodial tasks such as carpet cleaning and hard floor work with the use of machinery to scrub and wax floors. These activities require frequent bending, stretching, and carrying. Performs work at heights (use of 6ft ladder, not to exceed work above 10ft) for the purpose of cleaning and changing lightbulbs. Much of the work is performed indoors, however, the incumbent is required to be outside when travelling between units and disposing of garbage/recycling materials. Other assigned duties may require the incumbent to work outside at times.

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- **Working Environment:** The roles involve minimal exposure to psychological risk resulting from unavoidable exposure to hazardous, disagreeable, or uncomfortable environmental conditions. The incumbent may be required to work occasional overtime shifts that are governed through an overtime policy. There are key dates that require compulsory attendance as it relates to end of term/start of term processes, including but not limited to move in/move out dates, stat holidays, and other university sanctioned events. There are at times, multiple and or tight deadlines that are beyond one's control and frequent unplanned urgent service requests that are impacted by the varying student volumes that result from working within a student residential environment.