

## Job Description

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<b>Job Title:</b>	Residence Attendant
<b>Department:</b>	Campus Housing
<b>Reports To:</b>	Supervisor in the delegates area
<b>Jobs Reporting:</b>	N/A
<b>Salary Grade:</b>	USG 2
<b>Effective Date:</b>	December 2020

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### **Primary Purpose**

The Residence Attendant is accountable to one of the following: Supervisor, Cleaning Services; Assistant Manager, Cleaning Services; Manager, After-Hours to provide and maintain 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**

#### **Essential Duties and Responsibilities:**

- Responsible for providing and maintaining a high standard of cleanliness in accordance with the departments standards and service levels.
- Responsible for reporting all deficiencies, which is crucial to ensure the optimum delivery of maintenance services.
- Assist in inventory control within the assigned working area.
- Assist with procedures critical for the safety and security of our residence buildings including but not limited to end of term lockdown.
- Make recommendations that contribute to the success of our student residences through continuous improvement.
- Responsible for maintaining cleaning equipment in a condition of good repair and reporting all required repairs to the incumbent's Supervisor.
- Qualify and address general building maintenance issues relevant to predetermined responsibilities.
- Project work and special requests as required.
- Assist external service providers.
- Perform other duties as assigned.

#### **Safety:**

- Foster and maintain a healthy work environment that adheres to the University of Waterloo health and safety practices as well as the Occupational Health and Safety Act.
- Identify and support safety efforts with the Supervisor in the incumbent's area.
- Complete all health and safety training as directed by the incumbent's Supervisor.

#### **Student Relations:**

- Interact with and engage students on a daily basis to support student needs.
- Act as a resource for students and residence dons.

#### **Support and Collaboration:**

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- Responsible for establishing and maintaining effective communication and working relationships with the Residence Facilities team, University personnel, management, vendors, and service providers.
- The incumbent should be knowledgeable of the needs of incoming students and be willing to work with housing and campus partners who are responsible for supporting students in these programs.
- Participates in and contributes to regular team and department wide meetings as appropriate.
- At the discretion of the Supervisor act as a support for residence facilities coordinators by providing willing assistance with aspects of varying requirements.

*\*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:**

- Post-secondary education or equivalent experience is preferred.
- Valid G License and a clean driver's abstract
- First Aid certification

#### **Experience**

- This position requires a high degree of organizational skill, interpersonal skills and problem solving ability to balance multiple priorities and deadlines.
- Must be a strong communicator (oral and written) with the ability to build strong relationships.
- The incumbent must be capable of performing physically demanding duties and have institutional experience with cleaning methods and working with cleaning products.

#### **Knowledge/Skills/Abilities:**

- A working knowledge of computing skills and awareness of web related and mobile communication tools is required, including basic knowledge of MS Word and Excel
- Exceptional attention to detail as well as having a friendly, professional, customer service oriented personality is required.
- 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 and be both creative and flexible.
- The 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.

### **Nature and Scope**

- **Interpersonal Skills:** Internally, this position interacts regularly with colleagues, Supervisors and Community Leads in Residence Facilities, as well as with colleagues in the Department of Housing and Residences. This position requires the development and maintenance of excellent relationships with key stakeholders including but not limited to: staff, students, Maintenance, Residence Life, Marketing, Living-Learning and the Cleaning Services Management Team (CSMT). Externally this position may interact with 3rd party service providers, contract cleaning companies, pest control companies, supplies and equipment distributors.
- **Level of Responsibility:** This position is responsible for providing and maintaining a consistently high level of cleaning services in the Department of Housing and Residence Facilities during regular

business hours. This position provides support to colleagues, Supervisors and Community Lead positions on the Residence Facilities team. This position often works independently as well as a member of a team and requires outstanding customer service, sound judgment, a strong work ethic and an ability to work under very challenging time constraints and conditions. The incumbent needs to be able to change direction 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 and courtesy.

- **Decision-Making Authority:** The incumbent must be able to make informed decisions in collaboration with others but will also be required to make independent decisions related to unplanned urgent requests in the absence of a Supervisor. The incumbent is expected to make recommendations to the Supervisors about improved service opportunities that impact the incumbent's functional area.
- **Physical and Sensory Demands:** This position will involve physically demanding tasks that could include but are not limited to: lifting, moving furniture and appliances, custodial tasks such as carpet cleaning and hard floor work that requires the use of machinery. These activities require frequent bending, stretching and carrying. Performs work at heights (use of 6ft. ladder, not to exceed work above 10ft.) for the purposes of cleaning and changing light bulbs. The majority of the work is performed indoors; however, the incumbent is required to be outside when traveling between units and disposing of garbage and recycling materials. Other assigned duties may require the incumbent to work outside at times
- **Working Environment:** The role involves 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. There are at times multiple and/or tight deadlines 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.