

Job Description

Job Title:	Program and Resources Co-ordinator
Department:	Campus Housing
Reports To:	Manager, Residence Services
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	January 2020

Primary Purpose

The Program and Resources Co-ordinator is responsible for leading the effective and efficient operation of the Student Development and Residence Experience program through oversight of day-to-day administrative functions. This position acts as a key resource to Residence Life, Residence Learning, and Residence Services for recruitment and selection, assessment, compensation, as well as training and development of student-staff.

The Program and Resources Co-ordinator is part of an interdependent and collaborative team committed to integrating the student voice and embedding 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

Administration and Finance

- Co-ordinates administrative processes (i.e. start of term, end of term) for Student Development and Residence Experience (SDRX).
- Communicates pay dates and administers casual employee payroll logistics for student-staff, based on hours tracked through a scheduling program or staff-submitted timesheets.
- Ensures adherence to provisions of the appropriate policies/procedures and applicable employment and Human Resources legislation for each functional area, as directed.
- Maintains and organizes departmental files for all student-staff positions (i.e. interview notes, training completion).
- Collects, reviews and responds to petitions from student-staff requesting absence from mandatory team meetings or training dates.
- Monitors email accounts and responds to inquiries in a timely manner.
- Co-ordinates the purchase, supply, and inventory management of all Student Development Residence Experience supplies.
- Performs monthly safety inspections for designated Student Development and Residence Experience areas.
- Co-ordinates finance processes such as working with Housing Finance to reconcile WatCard transactions, administering and reconciling budgets for student-staff.
- Provides information and key dates to the marketing team for use in promotion and communications.
- Identifies opportunities to make administrative processes more efficient and consistent across SDRX.

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<p>Student-Staff Recruitment</p> <ul style="list-style-type: none">• Reviews, revises, and co-ordinates all student-staff recruitment and selection processes for Student Development and Residence Experience; advertising and posting the position, reviewing applications, interviewing candidates, sending offers, and overseeing contract acceptance.• Liaises with new and returning student-staff to ensure onboarding requirements are complete, and collaborating with campus partners for verification (payroll forms, mandatory safety training, and police checks).• Collaborates with SDRX management teams to confirm student-staff hiring decisions.
<p>Student-Staff Training and Recognition</p> <ul style="list-style-type: none">• Co-ordinates pre-training communications to all SDRX student-staff members.• Prepares and oversees all logistics involved in termly student-staff training and end of term recognition events. This includes but is not limited to preparing schedules, sending invitations, booking meals, ordering uniforms, and other administrative responsibilities.• Co-ordinates development of student-staff training manuals and online training content.
<p>Documentation and Assessment</p> <ul style="list-style-type: none">• Develops and maintains program documentation outlining program goals, outcomes and ongoing progress.• Co-ordinates the collection and analysis of information (student feedback, attendance numbers) and creates reports.• Co-ordinates portfolio-specific projects or programming as necessary.
<p>Working Relationships</p> <ul style="list-style-type: none">• Builds and maintains strong working relationships with the other Program and Resource Co-ordinators while also being integrated into the team of a functional area within SDRX.• Communicates and collaborates with Campus Housing staff, campus partners, and external service providers.• Participates and contributes to regular team and departmental meetings as appropriate.• Fosters a collaborative working environment between all areas of SDRX.
<p>Special Projects</p> <ul style="list-style-type: none">• Leads current student-staff term projects overseeing budgets, timelines and results; adding or modifying committees as needed.• Provides organizational and administrative support to various department-wide projects (i.e. student move-in, campus open house days).

**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

<p>Education</p> <ul style="list-style-type: none">• Completion of post-secondary degree and/or equivalent combination of education and experience will be considered.
<p>Experience</p> <ul style="list-style-type: none">• 1-3 years' experience in a front facing service role, preferably in a post-secondary environment.• Experience developing and executing programs to meet student needs in higher education.• Experience in an administrative role is an asset.• Experience in event planning is an asset.

Knowledge/Skills/Abilities

- Familiar with literature and research in student development theory, teaching and learning, and student needs in higher education.
- Strong interpersonal communication skills and demonstrated ability to communicate effectively both written and verbally.
- Intermediate skills in Microsoft Office, and SharePoint programs.
- Proven ability to execute a variety of ongoing projects, manage multiple priorities concurrently, meet tight deadlines, stay organized, and prioritize effectively.
- Ability to work well both independently and as part of a team.
- Self-motivated to take initiative and be both creative and flexible.
- Ability to gain consensus and work with people representing varying interests while maintaining a strong commitment to student growth and development.

Nature and Scope

- **Contacts:** Internally, this position works closely with the two other Program and Resources Co-ordinators functioning as a central communication support, and meeting with their specific Residence Life, Residence Learning, or Residence Services team. Supports Project Co-ordinator, Recruitment, Training & Development with the implementation of staff training and professional development programming. This position will collaborate often with other staff in the department of Campus Housing (i.e. Occupancy and Marketing Services), as well as faculty and campus partners (Human Resources, Police Services, IST, WatCard, Print and Retail Solutions, Food Services, etc.) to coordinate student-staff hiring, training, payroll process, and program execution. Externally, the Co-ordinator connects with various supply vendors.
- **Level of Responsibility:** The Co-ordinator is responsible for day-to-day administrative operations and delivery of programs within a specialized functional area within Student Development and Residence Experience. The position may include direct supervision of casual staff and day-to-day oversight of certain services, depending on the functional area assigned. This position will have access to a large amount of student and casual staff information and therefore maintaining privacy and confidentiality is critical.
- **Decision-Making Authority:** The Co-ordinator has decision-making authority for items outlined above and is expected to collaborate on decisions that impact the Student Development and Residence Experience business unit. The Co-ordinator will consult with the Manager, for decision making outside of normal conditions.
- **Physical and Sensory Demands:** Minimal demands typical of a position operating within a moderate to fast-paced service-oriented office environment; extensive periods of sitting and concentrated use of visual senses. Requires close attention to detail, thoroughness and accuracy.
- **Working Environment:** Open office environment, occasional evening and weekend work required, occasional travel for professional development opportunities. Work volume varies at different times of the year. On-call work is required, involving the availability to answer urgent inquiries via email or phone. This role is the second tier on-call contact. The majority of inquiries are resolved at the first tier.