

Job Description

(For Positions in CAW Local 555, Unit 1)

Job descriptions do not include every duty that an individual in a position performs. They are intended to be representative and characteristic of the duties required and the level of work performed. Depending upon the size of the department or unit and its functional activities, incumbents who fall into this category may perform all of the duties listed below or, in the case of large departments or units, may be assigned to designated specialized functions.

JD #:	JD00197	Pay Grade:	3
JD Title:	Housing Assistant	JD FTE Hours:	37.5
Job Family:	Student Services		

General Description

Performs a range of administrative duties and acts as primary contact for housing and conference services. Responds to inquiries and provides information to students, parents and guests, or refers them to appropriate departments.

Representative Duties & Responsibilities

- Respond to telephone, email and in-person inquiries regarding housing and conference services, the University, and the greater community.
- Receive and resolve student and guest concerns.
- Provide information to students and guests on filling out various forms and sign-in sheets.
- Gather and compile support materials for residence students and guests.
- Assemble and prepare outgoing mailings and packages.
- Write a variety of documents such as correspondence, guides, directions, and instructions.
- Gather information and input data regarding requests for maintenance, repairs, and cleaning for residence facilities.
- Issue security access cards and keys to appropriate users based on established safety and security requirements.
- Monitor inventory of access cards and keys and references moving records to confirm accuracy.
- Determine lock changes and charges based on discrepancies and when requested, apply to accounts.
- Deactivate reported lost or stolen cards.
- Monitor alarms and contact security services to report issues.
- Monitor and reconcile cash transactions and prepare daily fund deposits.
- Calculate fees for guests and students attending conferences and staying in residence accommodations.
- Attend and participate in a variety of meetings.
- Inspect student rooms for damages. Track student damage charges.
- Use a voice recorder to transcribe information.
- Maintain filing systems, both electronic and hard copy.
- Conduct web searches for information on travel, entertainment, and other visitor inquiries.
- Update, maintain, and verify information in a variety of databases and spreadsheets.
- Contact security to report issues.
- Sort incoming mail.
- Maintain confidentiality of residence information.

Supervision

- No formal supervision of others is required.
- Provide orientation and show procedures to others.

Qualifications

- Secondary School diploma.
- Requires 18 months of relevant experience.

Effort

Physical Effort:

- A typical work day consists of greater than 3.5 hours of low physical effort for activities such as:
 - Alternating periods of walking, sitting, and standing.
 - Intermittent periods of keyboarding to process documents such as emails and meeting minutes.
- A typical work day consists of up to 3.5 hours of moderate physical effort for activities such as:
 - Prolonged periods of standing when serving students and guests.
 - Moving packages and parcels.
- Elements of high physical effort are not a regular feature of this job.

Mental Effort:

- A typical work day consists of greater than 3.5 hours of routine mental effort for activities such as:
 - Responding to routine inquiries, word processing routine documents, and inputting data into a variety of databases and spreadsheets.
- A typical work day consists of up to 2 hours of moderate mental effort for activities such as:
 - Receiving and resolving student and guest concerns.
 - Responding to telephone, email and in-person inquiries regarding housing and conference services, the University, and the greater community.
 - Providing information to students and guests on filling out various forms and sign-in sheets.
- Elements of high mental effort are not a regular feature of this job.

Working Conditions

Physical Environment:

- Occasionally exposed to unpleasant odours when dealing with residence facilities problems.

Psychological Environment:

- Occasionally interacts with individuals who may be rude or upset.
- Frequently deals with unpredictable or urgent assignments.

Health & Safety:

- Risk to the incumbent is no higher than for the general population.

Job Description Rating Sheet

(For Positions in CAW Local 555, Unit 1)

JD #:	JD00197	Pay Grade:	3
JD Title:	Housing Assistant	Total Points:	267
Job Family:	Student Services		

Factor	Subfactor	Level Rating	Points
Skill	1. Applied Reasoning and Analytical Skills	3.5	71
	2. Breadth of Knowledge	1.0	5
	3. Adaptation to Change/Updating of Learning	2.0	12
	4. Interpersonal Skill	2.0	23
	5. Education and Experience	B2	28
	6. Dexterity and Coordination	2.0	12
Effort	7. Physical Effort	2.0	11
	8. Mental Effort	1.0	10
Responsibility	9. Planning and Coordination	2.0	28
	10. Responsibility for Others	1.0	10
	11. Accountability for Decisions Actions Affecting People, Assets, and Information	2.0	39
Working Conditions	12. Physical Environment	1.0	3
	13. Psychological Environment	2.0	10
	14. Health and Safety	1.0	5