

## Position Description

Residence & Guest Accommodation Assistant (RGAA)

April 2024 – August 2024

### **Contract Period April 22nd-August 28<sup>th</sup>**

**Remuneration:** RGAA's are expected to work office hours Monday-Friday 9am-4pm.

There is also an on-call component. RGAA's will rotate on-call duties 7 days a week. Hours will total 35 hours per week.

RGAA wage is **\$17.85/hr**.

RGAA's are also compensated with a **housing waiver** for the May semester a total of \$2732.00 in addition to your hourly wage. RGAA's are responsible for covering their Application fee, Room Deposit and Parking fees.

**Reporting structure:** RGAA's report to the Residence Life Coordinators and the Housing Operations Coordinator who provide training, support, and assistance in the execution of the RGAA's duties.

### **Ideal Candidates:**

- Are passionate about the UNBC student experience and Residence Life.
- Will be approachable and relationship driven.
- Be flexible, adaptable, and able to work in both team and individual scenarios.
- Able to handle difficult and/or confidential situations with tact and diplomacy.
- Have demonstrated problem-solving and conflict management skills.
- Growth mindset and leadership experiences.
- Have excellent communication and time management skills.

### **Criteria to be eligible for the position** (to be submitted prior to contract start date):

- Provide a *clear* Vulnerable Sector Police Information Check.
- Provide a valid Occupational First Aid (Level 1) WorkSafeBC certificate.
- Maintain a clear student conduct history with UNBC.
- Live in residence with another Residence and Guest Accommodation Assistant.
- The RGAA role involves lifting, using stairs, and working on your feet. Candidates must be capable of physical demands such as lifting up to 30 lbs.

### **RGAA Duties:**

1. Residence Community Support. Community Support includes role modelling, being present in Residence and in your assigned floor, and providing resources and support to residents and guests.
  - RGAA's are expected to be professional and respectful of our diverse student populations.
  - RGAA's will respect and uphold all Housing and Residence Life policies.
  - RGAA's will role model how to successfully thrive in the Residence environment.

- RGAA's are the first point of contact and resource for students and guests.
2. Community Engagement and Transition. Community Engagement and Transition includes participating, facilitating programs, supporting the Housing Office with Move-in and Move-out tasks
    - RGAA's will support the Housing & Residence Life department with student check-ins and check-outs.
    - Enhance the Residence experience for students by planning, promoting, and implementing community-based programs on a bi-weekly basis.
    - Use and follow the Residence & Guest Accommodation Assistant (RGAA) Manual to ensure quality and comfort of guests.
    - Organize, prepare, and respond to all Guest Accommodation tasks.
    - Work under the direction of the Operations Coordinator to conduct room inspections.
  3. Community Safety and Incident Response. Community Safety and Incident Response includes promoting, responding to, and maintaining residents' and guests' safety and wellness in Residence. This will occur in partnership with UNBC Security Services, during and outside of your on-call shifts.
    - RGAA's will perform scheduled on-call support duties.
    - Respond to emergency situations as appropriate and directed; informing Coordinator on Call/Housing office of issues arising.
    - Refer any issues that are beyond the scope of a RGAA to the Coordinator on Call or UNBC Security services.
    - Work in collaboration with the Housing Staff and Campus Partners (e.g. Campus Security, Wellness & Health Services etc.) to provide support during emergency situations.
    - Exercise sound and responsible judgement.
    - Remain available during on-call shifts (remain on campus grounds and must be able to respond to calls in person within 15 minutes).
    - Complete documentation as required.
    - Inform the Housing staff/Coordinator on-call of maintenance issues when necessary, including spaces that are not assigned to the RGAA; reporting any existing facility conditions or misuse that is a violation of the Residence Life Community Standards (i.e. tampered fire alarm).
  4. Administrative and Other Duties. Administrative and Other Duties include attending team meetings, participating in a weekly check in with the Residence Life Coordinator, checking and responding to emails, participating in Residence Life projects, and communicating frequently with the Residence Life Coordinator.
    - Attend RGAA training and orientation during the first week of work.
    - Respond to communication from Housing & Residence Life professional staff and partner departments.
    - Perform duties as assigned by the RLC & Operations Coordinator such as preparing suites, moving amenities, providing trolleys, assisting guests with directions, answering visitor questions, supporting students and guests navigating the UNBC campus and city of Prince George.

- Managing guest check-ins/check-outs, supporting group check-in, data collection and input, working with space management software, managing professional group email, creating posters and other forms of communication.

### **\*Important Notes**

**RGAA Duties:** Duties will change significantly over the course of the contract. Different times of the student/guest cycle will require different types of tasks. Be prepared to pivot quickly among tasks each day will bring new challenges! Some periods will be Guest Accommodation centered, other periods will see more student centric demands. Successful candidates will be ready to identify task priority, work on both immediate and long term projects and be able to transition between these priorities seamlessly.

**Shift changes and Time Off:** Residence & Guest Accommodation Assistant will perform their duties through pre-determined hours. On-call shift changes must be made a minimum of three (3) days in advance. Both parties must agree via email to both the RLC, as well as the Operations Coordinator. Vacations must be booked and pre-approved by the RLC and Ops Co. a minimum of two weeks in advance and land during the months of June and/or July.

**Dress Code:** RGAA's will be working directly with students and guests, the incumbents are expected to dress in casual office attire. RGAA's are expected to wear their on-call vests and name tags when they are responding to an incident while on-call. During regular business hours RGAA's are to wear their provided uniform T-Shirts.

### **RGAA Lead – additional duties**

RGAA Lead will complete all duties listed above as part of the RGAA team, as well as:

- Have demonstrated experience in leadership roles
- Have experience in the Hospitality/Service industry
- Have knowledge of life on campus, student cycles and Residence Life
- Be comfortable taking responsibility for, and supervise and motivate your peers
- Be exceptionally organized and task oriented
- Previous experience as an RA or RGAA will be an asset