

Lead Residence and Guest Accommodations Assistant Housing & Residence Life

Position Summary

The Lead Residence and Guest Accommodations Assistant is a senior student-staff position that assists and supports the Housing Operations Coordinator, Residence Life Coordinators (RLCs), and the Residence Life Team. Working under the direction of the Housing Operations Coordinator and in collaboration with RLCs and Conference Services staff. The Lead RGAA is a live-in staff position that is expected to be a mentor to the RGAA Team, supports the day-to-day operation of Residence and Guest Accommodations areas by serving as a knowledgeable resource, responding to inquiries, and ensuring that all guests and residents feel supported during their stay. In this capacity, the Lead RGAA will develop skills in the areas of system management development, implementation, leadership, assessment, and supervision.

Contract Period: April 26th, 2026 – September 8th, 2026

Remuneration: Lead RGAA's are expected to work office hours Monday-Friday 9am-4pm. There is also an on-call component. The Lead RGAA will rotate in the Coordinator on Call Rotation as an *Assistant* Co-coordinator on-call where the incumbent will respond to low- to mid-level student incidents. Hours will total 35 hours per week.

The Lead RGAA wage is **\$26.00/hr.**

RGAA's are also compensated with a **Housing Waiver** for the May semester, a total of \$3186.50 in addition to your hourly wage. The Lead RGAA are responsible for covering their application fee Room Deposit, Residence Life Fee, Residence infrastructure fee and Parking fees.

Report To: The Lead RGAA reports to the Housing Operations Coordinator and the Residence Life Coordinators who provide training, support, and assistance in the execution of the RGAA's duties.

Conditions for the Position:

- Must have minimum 1 years previous UNBC Residence Life student leadership experience
- Must have exceptional organizational, listening, facilitation, presentation, and interpersonal skills
- Must be responsible, resourceful, and willing to work variable hours, including on-call, and as part of a team
- Must have excellent communication and customer service skills
- Must have a thorough knowledge and understanding of the Residence Handbook, rules, regulations and expectations.
- Must not engage in any behaviour or activity while living in Residence that damages the reputation of the Residence community or UNBC
- Provide a clear Vulnerable Sector Police Information Check.
- Attend the provided Occupational First Aid (Level 1) WorkSafeBC certificate.
- Currently have a cumulative GPA of 2.5, and maintain a CGPA of 2.5 throughout the duration of the May Semester
- 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 being on the move. Candidates must be capable of meeting physical demands, including lifting up to 30 lbs, pushing heavy carts uphill and downhill, performing light cleaning, and walking/standing for extended periods throughout the day.

Responsibilities:

*Responsibilities of the Lead RGAA include but are not limited to:

Community Engagement 10%

- Foster community within Residence.
- Practice risk management when planning and implementing programs.
- Encourage residents to take an active role in protecting and managing their community.
- Be familiar with academic and personal services on campus and refer students as required, understanding your own personal limits.
- Support Move-in activities.
- Respect and uphold all Housing and Residence Life policies. RGAA's will role model how to successfully thrive in the Residence environment
- Visible, available, and accessible within the Residence community. This includes making Residence their primary home, and spending time in the common spaces
- Develop personal relationships with residents through events, casual conversations, community meetings, and other forms of communication
- Will act as a first point of contact and resource for students and guests staying in Residence
- Be aware of the changing community dynamics, and address conflicts between residents proactively. Seek the assistance of their supervisor when the need arises.

Community Management – 20%

- Support in mediating roommate and floor conflicts with residents, referring to the RLC when necessary.
- Participate in the Coordinator on-call rotation as the (Assistant) Coordinator on-call
 - Specific high-level issues that the incumbent faces will be referred to the Manager on-call. Topics include:
 - Suicide and self-harm
 - Sexual misconduct disclosures
 - Violence, weapons in Residence
- Maintain a strong understanding of, and communicate to residents about, the Residence Community Standards and respond appropriately to violations and/or emergency and crisis situations as per response procedures.
- Maintain knowledge of all emergency procedures.
- Communicate all facility concerns and damages to the Housing Office/Operations Coordinator.
- Maintain professionalism and role model appropriate and healthy behavior.
- Address low-level conduct concerns, and violations of the Residence Community Standards using Restorative approaches – conduct mediations where necessary.

Team Development – 20%

- Act as a mentor and model appropriate behavior to other student-staff.
- Create, promote, and facilitate Residence Life Team relationships to develop in both formal and informal settings.
- Encourage collaboration, idea sharing, team building, and a positive work environment among teammates.
- Meet 1:1 with RLT members to check in and provide guidance on a variety of topics, including, but not limited to, community and team issues.
- Be familiar with the importance of addressing and resolving conflicts in a positive manner and handling a variety of group dynamics in a team environment, including roommates.

Documentation & Administration – 50%

- Attend RGAA training and orientation during the first week of work
- Attend weekly Housing staff meetings and weekly Conference/Guest Accommodation meetings
- Facilitate daily organizational RGAA team meetings.
- Communicate regularly with the Residence Life Coordinators and Housing Operations Coordinator through weekly 1:1 meetings, emails, and other documentation as required.
- Be available to communicate with Housing and Residence Life Team via Microsoft Teams.
- Using Microsoft 365 applications regarding all matters relating to Guest

Accommodations

- Ensure privacy is maintained with respect to residents' and guests' behaviors and incidents occurring in Residence.
- Ensure that the RGAA workspaces are properly maintained
- Perform duties as assigned by the RLC & Operations Coordinator such as preparing suites, moving amenities, providing trolleys, assisting guests with directions, answering visitor questions, and supporting students and guests navigating the UNBC campus and City of Prince George.
- Manage and organize guest check-ins/check-outs, support group check-in, data collection and input, work with space management software, manage professional group email, and create posters and other forms of communication
- Delegate and organize tasks to give to the RGAA team
- Create, organize, manage and delegate cleanliness checks and inspections to ensure guest readiness and work with the cleaning team to ensure cleaning schedules and standards are met
- Delegate and assist with light cleaning prior to check ins, including tasks such as wiping surfaces, dusting, vacuuming, and sweeping.
- Perform other duties as assigned by the Residence Life Coordinators and/or Operations Coordinator that are consistent with the nature and expectations of this position description
- Create and contribute to transition documents to pass onto the incoming Lead RGAA's

Important Notes – Unusual Role Conditions

Lead RGAA Duties:

This position involves a wide range of responsibilities that will shift significantly throughout the contract. Different phases of the student and guest cycles require different types of work, and the Lead RGAA must be prepared to pivot quickly as each day may bring new challenges. Some periods will be heavily focused on Guest Accommodation, while others will require increased attention to student-related responsibilities. Successful candidates will be able to identify priorities, balance immediate needs with long-term projects, and transition smoothly between tasks.

This role includes a substantial amount of repetitive, detail-oriented work. Tasks such as conducting inspections, coding cards, entering information into StarRez, and creating inspections in StarRez will make up a significant portion of the daily workload. There will be days during high-turnover periods when inspections are the primary focus. These intense inspection periods typically occur during early May for student move-out, before and after major guest bookings, and again in August.

Additionally, the Lead RGAA is expected to serve as a peer leader. This includes managing team dynamics, addressing interpersonal conflicts as they arise, and ensuring that all concerns are appropriately handled and reported to supervisors. During peak periods, it is important for the Lead RGAA to motivate the team and ensure quality work from the team is upheld. Strong communication, professionalism, and leadership skills are essential to successfully support and guide the team.

Shift changes and Time Off: Residence & Guest Accommodation Assistants will perform their duties at predetermined hours. On-call shift changes must be made a minimum of 2 weeks 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: RGAAAs will be working directly with students and guests, and as such the incumbents are expected to dress in casual office attire. RGAAAs 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 RGAAAs are to wear their provided uniform T-shirts.