

## Woodsworth Residence Lead Porter Job Description & Expectations

Woodsworth College Residence is a suite-style community of undergraduate students living in individual bedrooms within units of 4, 5, or 6 students. Students are not required to have a meal plan and are responsible for the cooperative management of their own spaces.

Under the supervision of the Assistant to the Dean, Residence Administration (ADRA) and the support of the Residence Operations Coordinator (ROC), the Residence Lead Porter works closely with the Residence Front Desk Porters, Residence Dons, the Assistant to the Dean, Residence Life (ADRL), the Residence Facilities Coordinator, and Woodsworth College staff and faculty. The Residence Lead Porter is an important member of the Residence Life community. It is expected that the Lead Porter will communicate openly and effectively with all Residence Life Staff members. It is important that the Residence Lead Porter recognizes what they do as an individual impacts the entire team and residence community.

The Residence Lead Porter is expected to support the mission of Woodsworth College Residence in providing residents with a safe, secure, welcoming, and inclusive residence space. In addition to training and supervising, the Assistant to the Dean, Residence Administration, and the Residence Operations Coordinator will endeavor to ensure that the Lead Porter is supported; challenged; and encouraged to provide feedback to the residence community.

<b>Supervisor</b>	Assistant to the Dean, Residence Administration (ADRA)
<b>Compensation</b>	\$18.50/hour
<b>Hours</b>	12 hours/week for the Fall/Winter term. This includes all daytime, evening, weekend, and overnight work.
<b>Eligibility</b>	Candidates must be able to attend the mandatory training program in its entirety. Previous residence life and customer service experience is an asset.

### DESCRIPTION OF DUTIES

The Lead Porter is a member of the Front Desk Porter team who acts as a support for team members and assists in Front Desk Porter Team management. It is expected that the conduct and lifestyle of the Lead Porter will serve as a role model for residents and Front Desk Porter Team members. The duties are varied and include those of a Residence Front Desk porter as well as:

- Supporting Front Desk Porter training
- Porter Schedule creation and management
- Assisting with the creation and communication of protocol and procedural updates
- Performing administrative tasks, responding to emails
- Assisting Residence Office Professional Staff with various projects

### ADDITIONAL INFORMATION

It is required that the Lead Porter acts in a manner that respects guests' rights to confidentiality and demonstrates sensitivity to the complexity of the issues involved in residence living and administration. Prompt reporting of incidents and occurrences in the residence and direct, honest, timely feedback to guests and colleagues is required. Woodsworth College Residence, chiefly as represented by the Dean of Students, the Assistant to the Dean, Residence Administration, the Assistant to the Dean, Residence Life, and the Residence Operations Coordinator will undertake to provide any reasonable assistance and support requested by the Front Desk Porters in carrying out their duties.