

## Summer Lead Porter Job Description & Expectations

Please review this information before submitting your application to make sure you have a strong understanding of what the job entails. Please address any questions to a member of the Residence Life Office at [residence@wdw.utoronto.ca](mailto:residence@wdw.utoronto.ca).

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 Summer Lead Porter works closely with the Residence Front Desk Porters, the Manager, Residence Life, the Residence Facilities Coordinator, and Woodsworth College staff and faculty. The Summer Lead Porter is an important member of the Residence Life community. It is expected that the Summer Lead Porter will communicate openly and effectively with all Residence Life Staff members. It is important that the Summer Lead Porter recognizes what they do as an individual impacts the entire team and residence community.

The Summer 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 Summer 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>Term</b>	April 20, 2023 – September 2, 2023
<b>Compensation</b>	\$18.00/hour and residence accommodation during the Summer Term. Part-time hours may be required in April and September.
<b>Hours</b>	24 hours/week for the Summer term. This includes daytime, evening, weekend, and overnight work.
<b>Eligibility</b>	<p>Requirements for this <b>live-in</b> position include: a minimum of 1-year related experience in a residence environment, or an equivalent combination of education and experience. The successful candidate must be able to fulfill the contract in its entirety.</p> <p>Attendance to mandatory training taking place between April 29 and May 1 is required.</p> <p><i>Additional requirements include:</i>            Demonstrated administrative skills; an understanding of the systems used to operate at the residence front desk; working and communicating effectively with residents, staff, and community members; conflict mediation/resolution; the ability to work collaboratively; flexibility in covering shifts and providing assistance while on-call as necessary; and the ability to manage time effectively and deal with high stress situations.</p>

## **SCOPE OF POSITION & RESPONSIBILITIES**

The Summer Lead Porter is a member of the front desk 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 Summer Lead Porter will serve as a role model for residents and front desk team members. The duties are varied and include those of a Residence Front Desk porter as well as:

- Office administration and communications
- Emergency and after-hours response
- Project work

Specific responsibilities of the Lead Porter include, but are not limited to, the following:

### **Office administration and communications:**

- Developing, updating, and managing the front desk shift schedule
- Answering telephones, taking information, and relaying information to appropriate staff
- Check voicemail and email, responding when necessary
- Attending and assisting in facilitation of regular staff meetings
- Providing pertinent information to students, parents, the Residence Office, Residence Life Staff, repair and cleaning staff, guests, and visitors
- Coordinating porter break coverage
- Monitoring residence office and summer residence emails accounts during ROC vacation periods
- Assisting office staff with administrative tasks as needed
- Office coverage when summer hours are in effect and staff are on vacation

### **Emergency and after-hours response:**

- Sharing a rotational schedule with the other Summer Lead Porter, responding to after-hours front desk situations to assess and initiate appropriate procedures
- Consult with the ADRA and/or ROC for any situations where additional guidance and support is needed
- Advise front desk staff on situations that may be challenging or beyond the scope of their training and experience
- Clarify policy and protocol for front desk staff as needed

### **Project work:**

- Supporting front desk staff training, development, and coaching
- Assisting with the creation and communication of protocol and procedural updates
  - Reviewing communications content for necessary updates
  - Maintaining digital displays in the building and organizing materials at the front desk
  - Other projects as required