

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 Manager, Residence Life (MRL) and the support of the Residence Operations Coordinator (ROC), the Residence Lead Front Desk Porter works closely with the Residence Front Desk Porters, Residence Dons, the Assistant to the Dean, Residence Administration (ADRA), 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 Front Desk 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 Manager, Residence Life and the Residence Operations Coordinator will endeavor to ensure that the Lead Porter is supported, challenged, & encouraged to provide feedback to the community.

Supervisor	Manager, Residence Life (MRL)
Term	April 15, 2024 – September 2, 2024 (dates subject to change).
Compensation	\$24.50/hour and residence accommodation during the Summer Term (taxable benefit). Part-time hours may be required in April and September.
Hours	24 hours/week for the Summer Term. This includes all daytime, evening, weekend, and overnight work.
Eligibility	<p>Requirements for this live-in position include:</p> <ul style="list-style-type: none"> • 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. • Attend and successfully complete the mandatory training program organized by Woodsworth Residence for Porters. • Legally work in Canada in this position, with valid work permit • Valid Social Insurance Number <p>Additional requirements include:</p> <p>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>

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
- Supporting 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 Manager, 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.

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