

## **Summer On-Call Staff Job Description**

In general, Summer On-Call Staff assist the Assistant Dean Admissions & Operations (ADAO) in acting as a first respondent to any issues or situations (both emergency and non-emergency), that may arise outside of normal business hours.

As this is a front-line position with regular contact with the summer residents, guests, Residence & University staff and the general public, tact and a helpful attitude are necessary pre-requisites for a positive customer-service oriented environment. Even though procedures are in place to handle most situations, understanding and flexibility are necessary in order to handle the unique situations that could arise. Since the Summer On-Call Staff work outside of regular office hours they must be able to perform with minimal supervision.

A Summer On-Call Staff member must live in the Residence for the duration of the contract, and is responsible for responding to any issues after regular business hours in the absence of the ADAO.

### **Specifically, Summer On-Call Staff members will assist the ADAO in:**

- Answering inquiries regarding the Innis Residence, specifically summer accommodation;
- Working with the Front Desk after hours in handling any issues that may arise while the Residence Office is closed. *This includes but is not limited to: responding to noise complaints and maintenance issues (breakers, lights, floods, garbage compactor);*
- Acting as a liaison with respect to University personnel or external contractors;
- Giving tours of the Residence;
- Maintaining an electronic On-Call log by reporting after each shift as well as reading past entries on a frequent basis to stay up to date with the happenings in the Residence;
- Dealing with emergency situations as they arise and be cognizant and comfortable with the Innis Residence Emergency Procedures;
- Keeping the Residence ADAO informed of any issues or occurrences and to seek guidance and support from the Residence Administration where necessary, but also be able to perform duties with minimal supervision;
- Conducting themselves in a professional and appropriate manner at all times;
- Additional duties as required.

### **In addition to the duties above, the Summer On-Call Staff person is required to be:**

- Available for work during the Move-In April 29<sup>th</sup> to May 3<sup>rd</sup>
- Available for work the weeks of August 26<sup>th</sup> to August 31<sup>st</sup> inclusive to assist with the preparation of the building before Move-In day on September 1<sup>st</sup>.

**The Summer On-Call Staff member will have the cost of their summer accommodation (a room within a suite at the Innis Residence) waived.** Please note that this accommodation is considered to be a taxable benefit and as such, a T4A will be issued for this benefit for the current taxation year.

If at any time the Summer On-Call Staff member has any questions or concerns related to their employment, they should speak to the Dean of Students & Residence immediately.