

Job Class Profile: Senior Student Residence Supervisor**Pay Level: CG-29 Point Band: 622-675**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	3	4	2	4	3	5	4	4	2	
Points	140	67	13	19	90	108	83	86	21	627

JOB SUMMARY

The Senior Student Residence Supervisor performs administrative work in the management of a student residence. Work involves responsibility for supervising and directing a group of employees in the efficient operation of a student residence; the provision of all housekeeping and cleaning of accommodations; the security and maintenance of buildings and facilities and developing, directing and maintaining rules and regulations of the student residence. Work may include personally performing some of the work supervised.

Key and Periodic Activities

- Manages and supervises the activities of staff involved in the operations of a student residence complex.
- Supervises and participates with shift workers in the admission of students to the residence.
- Supervises the maintenance of records pertaining to all aspects of student services and all records, controls and reference cards pertaining to students and operations of the total function of the residence.
- Enforces discipline of staff and residents; interviews residents concerning infraction of rules and recommends necessary action to an administrative superior.
- Consolidates, prepares and submits periodic and requested statements and reports to proper channels.
- Schedules employees to maintain continuous round the clock management of residence; including the performance of housekeeping, security and maintenance work to ensure the cleanliness, comfort, proper disciplinary control and operating condition of the building and facilities.
- Conducts regular fire drills of building.
- Directs the performance of minor mechanical repairs to the building. Reports the need of major repairs to supervisor and assures the sufficiency of contractual services rendered.
- Maintains attendance records of staff, reports time and attendance to supervisor and evaluates work performance.
- Prepares and submits requisitions for equipment, linens and other necessary supplies.

SKILL**Knowledge**

General and Specific Knowledge:

- Building/Facility maintenance and security

Formal Education and/or Certification(s):

- Minimum: High School Diploma

Years of Experience:

- Minimum: 3 years supervisory experience in the management of a large student residence.

Competencies:

- Supervisory ability
- Communication skills
- Computer skills

Interpersonal Skills

- A range of interpersonal skills are utilized including listening to students and staff regarding residence operations; asking questions regarding infractions of the student residence rules and regulations; providing routine information regarding residence operations to an administrative superior and gaining the cooperation of others to complete work tasks such as housekeeping, security and maintenance work.
- Interaction occurs with employees within the student residence (i.e. housekeeping, security, building maintenance); supervisors/managers; building contractors and students.
- The most significant contacts include staff involved in the efficient operation of the student residence, students and supervisor/manager.

EFFORT**Physical Effort**

- Work demands do not typically result in fatigue, requiring periods of rest.
- Lifting and moving is minimal as work involves performing administrative duties related to the management of a student residence.
- Work involves sitting to perform administrative duties related to the management of a student residence. Some standing and walking are required to ensure the security and maintenance of buildings and facilities.
- Fine finger or precision work is required to operate a computer to perform administrative tasks.

Concentration

- **Visual concentration** is required to perform administrative work related to the management of a student residence.
- **Auditory concentration** is required to enforce discipline and interview residents concerning infractions of residence rules, policies and guidelines.
- **Alertness for the health and safety of students** is required to develop, maintain and enforce the residence rules and regulations.
- **Repetition requiring alertness** is evident when scheduling work shifts for staff and to maintain accurate records.
- **Time pressures and deadlines** exist to report staff time and attendance as well as to complete a variety of reports.

- **Eye hand coordination** is required to operate a computer.
- **Exact results and precision** are required to schedule work shifts; maintain records pertaining to all aspects of student services as well as staff attendance records; prepare a variety of reports and requisitions for equipment, linens and other supplies.

Complexity

- Work involves a series of tasks and activities which are different but related to the administrative work performed in the management of a student residence.
- Typical work challenges may relate to supervising the staff involved in the operations of a student residence; building maintenance and security as well as the provision of housekeeping and cleaning of accommodations.
- References available to address typical challenges include the rules, regulations, policies and procedures of the student residence.

RESPONSIBILITY

Accountability and Decision-Making

- Work is performed in accordance with established guidelines and regulations, under the general direction of an administrative superior, who evaluates work on the basis of results obtained.
- Independently manages and supervises the activities of staff in a student residence complex including developing work schedules to maintain continuous round the clock management including the performance of housekeeping, security and maintenance work to ensure the cleanliness, comfort, proper disciplinary control and operating condition of the building.
- Supervisory approval is required for any changes in residence rules, regulations, policies or procedures and for the purchase of supplies or equipment.
- Discretion and judgment are utilized in the enforcement of discipline of staff and residence. Interviews residents concerning infraction of rules and recommends necessary action to an administrative superior.

Impact

- Results of work tasks and activities are directly felt within the student residence and typically impact on students in terms of enforcement of residence rules and regulations as well as health and safety; processes and systems; finances related to residence operations; facilities in terms of building management and security as well as on material and human resources.
- Consequences of mistakes or errors typically impact the operations of a student residence with results of consequences having an impact on equipment and supplies; finances related to the management of a student residence; human resources in terms of supervising and directing staff; facilities (i.e. the student residence) and the health and safety of students.

Development and Leadership of Others

- Typically responsible for direct and ongoing bargaining unit supervisory activities for a small size work group of employees (1 to 4 employees).

WORKING CONDITIONS

Environmental Working Conditions

- No special precautions or safety equipment required.
- Limited likelihood of minor cuts, bruises, abrasions, minor illness, fractures, injuries or occupational illness resulting in partial or total disability.
- There may be occasional exposure to dirt/dust, wet or slippery surfaces, cleaning chemicals and related fumes. Exposed to computer glare while performing administrative tasks.