

Job Class Profile: Student Residence Supervisor**Pay Level: CG-22 Point Band: 364-387**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	2	3	3	3	2	2	2	1	3	
Points	93	50	19	14	60	43	41	21	32	373

JOB SUMMARY

The Student Residence Supervisor performs responsible clerical, security and some minor maintenance work in the operation of a student residence during assigned work schedule and rotating shifts.

Key and Periodic Activities:

- Performs a combination of clerical, security, housekeeping and some repair tasks during assigned work schedule on a rotating morning, evening or night shift.
- Performs a variety of clerical desk duties including the check-in and assignment of rooms to students, giving instructions and rules and regulations of the residence, telephone services, issue of meal tickets and maintenance of related records. Provides mail distribution service.
- Alerts tenants at prescribed times and checks all rooms to ensure that students are on deck, or if sick, to render appropriate attention.
- Maintains periodic security checks of the building for safety and fire prevention. Punches watch clock hourly during night shifts. Regularly patrols all corridors and areas of the building to investigate, control and maintain discipline among students and to prevent any arguments or disturbances. Reports major infractions to manager, otherwise takes appropriate action to eliminate and correct.
- Ensures that student rooms are kept in orderly arrangement. Checks for any damage or abuse of furnishings and reports same to supervisor.
- Observes condition and adequacy of lighting, heating, door locks and windows on a continuing basis. Performs some minor maintenance repair and mechanical adjustments such as replacing bulbs, freezing and adjusting locks and catches, carpentry, painting and other general maintenance tasks. Reports to supervisor major malfunctions in heating or facilities.
- Provides general housekeeping services by performing such tasks as movement of and minor repairs to furnishings, collection and issue of replacement bed and other linens, check-in and storage of clean laundry; procurement of meals from restaurant for sick students; coordination and direction of custodial workers in their regular tasks to ensure the cleanliness and sanitation of the building.

SKILL**Knowledge**

General and Specific Knowledge:

- Student residence rules, regulations, policies and procedures.

Formal Education and/or Certification(s):

- Minimum: High School Diploma with some training in minor carpentry and mechanical trades.

Years of Experience:

- Minimum: Less than 1 year experience in the performance of security, clerical and management work pertaining to the safekeeping of a building and disciplinary control of a large group of persons.

Competencies:

- Ability to apply residence rules/regulations to ensure safety of residents.
- Ability to communicate rules/regulations to students.
- Ability to resolve conflicts between students.
- Ability to use computer for clerical tasks.

Interpersonal Skills

- A range of interpersonal skills are utilized including listening to information from students and residence supervisor; asking questions as part of investigating, controlling and maintaining discipline among students; providing routine information and direction to students regarding residence rules, regulations, policies and procedures and dealing with upset or angry students during arguments or disturbances.
- Communication typically occurs with students in the residence, custodial workers and the residence supervisor.
- The most significant contacts would be the students in the residence.

EFFORT**Physical Effort**

- Work demands typically do not result in fatigue, requiring periods of rest.
- Lifting and moving is required as part of housekeeping duties (i.e. moving furniture).
- Sitting is required to perform a variety of clerical desk duties including check-in and assignment of rooms; issuing meal tickets; maintaining records and providing instructions, rules and regulations to students.
- Standing and walking are required to patrol residence to investigate, control and maintain discipline among students and to prevent any arguments or disturbances as well as to observe the condition and adequacy of lighting, heating, door locks and windows.
- Fine finger or precision work is required to operate a computer and perform minor maintenance repair and mechanical adjustments.

Concentration

- **Visual** concentration is required to perform building security checks; to ensure student rooms are kept in an orderly arrangement; to observe the condition and adequacy of lighting, heating, door locks and windows and to perform minor maintenance repair and mechanical adjustments.
- **Auditory** concentration is required to listen to student's issues/concerns and while dealing with

<p>discipline among students.</p> <ul style="list-style-type: none"> — Repetition requiring alertness is evident when performing building security checks as well as clerical tasks. — Interruptions occur as a result of arguments or disturbances among students. — Alertness for the health and safety of students is evident in maintaining discipline among students and residence security. — Eye/hand coordination is required to perform minor maintenance repair, mechanical adjustments and housekeeping duties.
Complexity
<ul style="list-style-type: none"> — Work involves a series of tasks and activities (clerical, security, minor maintenance) related to the operation of a student residence. — Challenges vary depending upon the shift worked but typically relate to the clerical work performed, building security, housekeeping and minor maintenance work. — References available to address typical challenges include the rules, regulations, policies and procedures of the student residence.

RESPONSIBILITY

Accountability and Decision-Making
<ul style="list-style-type: none"> — Work is performed under the general direction of the residence manager who establishes shift schedules and periodically reviews work performance for results obtained. — Discretion and judgment are exercised to enforce residence rules, regulations and to maintain discipline among students to prevent any arguments/disturbances or to take appropriate action to eliminate and correct. — Reports major infractions, damage or malfunctioning equipment to the residence supervisor for further action.
Impact
<ul style="list-style-type: none"> — 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; residence processes and systems; facilities in terms of building maintenance and security as well as material 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; facilities (i.e. the student residence) and the health and safety of students. — Errors are identified/resolved within hours of problem identification.
Development and Leadership of Others
<ul style="list-style-type: none"> — There is no supervision of staff. — May provide some direction to custodial workers to ensure the cleanliness and sanitation of the building.

WORKING CONDITIONS

Environmental Working Conditions

- There is no requirement for special precautions or safety equipment.
- Limited likelihood of minor cuts, bruises, abrasions, minor illness, fractures, injuries or occupational illness resulting in partial or total disability.
- Depending on the work performed during a shift, may be exposed to dirt/dust; limited lighting; wet or slippery surfaces and physical danger or threats from students during arguments or disturbances.