Manager of Residence Operations

Employment Terms:  Full time, permanent

Employee Group:  Administrative: 12N $74,844 - $99,923 (Hiring Range: $74,844 to 79,950)

Reports to:  The Dean of Students

Position Summary: The Manager of Residence Operations (MRO) is a new position within the Office of the Dean of Students, responsible for providing primary leadership for the administration of the Trinity College residences. The MRO will work to ensure that business processes, systems and procedures operate in a manner that are consistent with departmental and College priorities. The MRO will provide oversight for the functions related to residence desks, residence facilities and the student summer residence operation, which will come with the opportunity to review current practices and to design, implement and create many new policies and procedures. The MRO will manage many aspects of the residence admissions process, and will directly supervise a combination of full-time and casual staff. The MRO will also participate in a 24-hour on-call rotation with the Assistant Deans of Students.

Key Responsibilities:
• Oversees the administrative aspects of residence admissions, including: occupancy management, residence applications, admissions, room assignments, waiting lists, billing and collection of residence and meal plan fees, development of processes and policies and supervising day-to-day implementation;
• Oversees the entire summer residence operation for students including the supervision of implementation;
• Provides leadership, implementing changes to the process as necessary to ensure a delivery of excellent student service with regards to issues related to residence facilities which directly and indirectly impact students;
• Responsible for oversight of all functions related to the residence welcome desks;
• Directly supervises the Residence and Student Life Operations Coordinator as well as all residence desk staff members and is responsible for hiring, training, supervising, evaluating, and coordinating the work and scheduling of all staff under their purview.

Education:  A Bachelor’s degree is required with a Master’s degree in a related discipline being preferred.

Experience:  A minimum of 5 years working in a post-secondary environment is essential, with a minimum of 3 years working in a housing department required. Previous experience managing/supervising staff and student crisis related situations is required. Experience working with residence applications, processes and a residence admissions system is strongly preferred, and experience working with database systems, such as Star Rez, a strong asset.

Other:  It will be crucial for the successful candidate to have sound judgment and reliability, with the ability to work in an unpredictable and often stressful environment. The ability to manage a complex set of competing priorities, while exercising common sense, tact, discretion and diplomacy are essential. A strong commitment to improving and enhancing the student experience, demonstrated knowledge of customer service and information communication standards of practice in accordance with the Accessibility for Ontarians with Disabilities Act (AODA), thorough knowledge of the Freedom of Information and Protection of Privacy Act (FIPPA) is of utmost importance.

Working Hours:  Full-time, 35 hours per week. Generally 9:00 a.m. – 5:00 p.m., Monday to Friday, however flexibility in hours is required due to the nature of working with students, and evening or weekend work will sometimes be required to accommodate the student schedule. Overtime will be required during peak periods (e.g. Desk staff training, new student move-in on Labour Day weekend, Orientation Week, student move-out in April, start and end of summer residence operation etc.). The MRO shares in a 24-hour on-call rotation with the Assistant Deans of Students.

Submit covering letter, resume to: https://secure.trinity.utoronto.ca/Resume/?Stream=Manager+of+Residence+Operations

Applications will be accepted to: Thursday May 10 at 4:00 p.m.

We thank all applicants for their interest in this position. Only those selected for an interview will be contacted.