
Residence Admissions Assistant – Casual Student Position

CLOSING DATE

Tuesday, March 3 at 09:00 am.

APPLICATION INSTRUCTIONS

Send a current resume (no more than 2 pages) and cover letter (1 page), emailed as a PDF to reslife@queensu.ca.

HOURLY RATE

\$17.60 per hour (+4% vacation pay).

HOURS PER WEEK

35 hours per week from April 27 (start date negotiable) until mid-September. Full-time working hours are 8:30 am – 4:30 pm Monday – Friday.

DEPARTMENT

Residence Life and Services.

LOCATION

On-site, in Victoria Hall on main campus, in Kingston, ON.

VACANCY TYPE

Existing position.

JOB SUMMARY

Residence Life and Services is looking for an organized and friendly student for the Residence Admissions Assistant role. This position, reporting to the Assistant Director, Residence Life and Services and receiving direction from the Residence Admissions Coordinator, will work closely with the Residence Admissions team to support inquiries from incoming students and their supporters, and support the self-selection and admissions process. The Residence Admissions team received a large volume of inquiries and the position will need to triage inquiries, provide accurate and timely responses. The position requires a high level of skill in customer service, problem-solving, collaboration, empathy, tact, communication, and the ability to manage multiple priorities.

KEY RESPONSIBILITIES

- Support the communications strategy to welcome incoming students to residence by drafting and sending emails, responding to messages on LiveChat, and answering phone calls.
- Accurately convey departmental policies and procedures.
- Identify and escalate issues as necessary.
- Support administrative tasks and logistics.
- Support the self-selection and admissions processes.
- Liaise with Residence Life and Services staff members and colleagues within Housing and Ancillary Services.
- Provide administrative support to the Assistant Director, Residence Admissions Coordinator, and RL&S department.
- Complete other tasks and projects as assigned.

REQUIRED QUALIFICATIONS

The incumbent will:

- Work independently and on a team.
- Possess excellent communication skills.
- Possess excellent organizational skills.
- Possess excellent interpersonal skills.
- Set work priorities to meet deadlines.
- Exercise good judgment and sound reasoning.
- Demonstrate de-escalation and conflict resolution skills.
- Be proficient in the use of computers and suitably knowledgeable in software programs such as Word, Excel, as well as understand and be comfortable using databases.
- Demonstrate good decision-making and creative problem-solving skills.
- Be available to work on-site during Residence move-in (September 5).

EMPLOYMENT EQUITY AND ACCESSIBILITY STATEMENT

The University invites applications from all qualified individuals. Queen's is strongly committed to employment equity, diversity, and inclusion in the workplace and encourages applications from Black, racialized persons, Indigenous people, women, persons with disabilities, and 2SLGBTQI+ persons. In accordance with Canadian Immigration requirements, priority will be given to those who are legally eligible to work in Canada.

The University provides support in its recruitment processes to all applicants who require accommodation due to a protected ground under the Ontario Human Rights Code, including those with disabilities. Candidates requiring accommodation during the recruitment process are asked to contact Emefa Kemeh at reslife@queensu.ca.