Residence Life & Services
Student Staff Hiring

Info Session

DECEMBER 2023
Residence Life & Services

Overview
RL&S Commitment

Residence Life & Services is committed to creating and supporting communities where equity, diversity, inclusion, and Indigeneity are embraced and celebrated. As a department, we are strengthened and enriched by our diverse backgrounds, perspectives, and lived experiences.

We acknowledge that identity is multi-dimensional and understand privilege as dynamic and situated. We as a department acknowledge that we have much work to do in this area. In Residence, we are actively working to eliminate discrimination, injustice, and violence; and engage our communities in dialogue and action.

If these statements do not reflect your values, living & working in Residence may not be for you.

Queen’s Residence Life & Services believes in providing an environment where students can feel a sense of belonging, have diverse opportunities to build resiliency and where they can access ongoing support toward achieving academic success.
Residence Don
Duties & Responsibilities
Residence Dons

- Upper year students who live in residence
- Ensure safety & well-being of residents and communities
- Offer support to residents, connect to resources, facilitate programming/socials
- Help students transition to university through supporting initiatives such as Move-In Day, University Orientation and more

- Read job description here
Residence Dons

Building Teams, work with ResSoc members
Supervised and supported by Residence Life Coordinators (RLCs) - professional staff

**Other Responsibilities:**
- Meetings: with team & RLC
- Ongoing Training
- Administrative work

**Benefits:**
- Work experience & professional development
- Personal Growth
- Fun & Supportive Environment

Compensation is equivalent to single room (or single plus) and meal plan
Living Learning & Unique Communities Don

Duties & Responsibilities
LLC & UC Dons

Living Learning Communities

Faculty- Based
- Science
- Computer Science
- Nursing
- Engineering

Interest – Based
- Active Living
- Leadership
- Creative Arts

Unique Communities
- Alcohol and Cannabis Not Preferred (ACNP)
- Women Identifying
- Study
- Pet Friendly

* Subject to Change
More Info on LLC & UC

Check out our website for more info on the Living Learning Communities & Unique Communities

These may change before the 2024-2025 Admissions cycle
LLC Dons

Supervised and supported by an RLC and the Academic Initiatives Coordinator (AIC)

In addition to regular Don responsibilities, LLC dons will have additional LLC-specific responsibilities, which include

- LLC Specific Programming
- Participation in Queen’s Open Houses
- Supporting Living Learning Legacy Project
- Additional compensation of $1000

Read job description here
Unique Community Dons

• Regular Don Duties & Responsibilities

• No additional programming is required but recommend programming unique to community needs

• Commitment to maintaining and upholding community values of each unique community

• Receive additional support from AIC
Residence Program Assistants

Duties & Responsibilities
Residence Program Assistants (RPA)

Upper Year students, live on or off campus

Supports the residence community at large:

• Supporting Dons with planning their community socials

• Facilitating large-scale residence-wide programming

• Supporting Residence Life & Services initiatives

Weekly shifts in the Don Resource Room

Read job description here
Residence Program Assistants RPA

Team of 5 RPAs

Supervised and Supported by the Residence Program Coordinator (RPC)

Other responsibilities:

• Team Meetings & Meeting with RPC
• Support Ongoing Training for Residence students staff
• Administrative work

Benefits:

Professional experience in event and project management

Flexible schedule

Contribute and make a direct impact on the first-year student experience

Compensation: $16.55 + 4% vacation pay
Front Desk

Duties & Responsibilities
Front Desk Representatives

• In Residence, Front Desk is a year-round 24/7 operation (we only shut down for the winter break)

• The Front Desk is often the first point of contact for students in residence and is the connecting hub in residence life: connecting students to staff, student staff and facilities

• Positions Available by Season:
  
  • Summer Conference 2024 – working late April – late August for Conference Season in the summer
  
  • Academic Year 2024 – 2025 – Late August to late April – supporting during the school year
  
  • Summer Conference AND Academic Year

• Read job descriptions here
Front Desk Representatives

- Assist with Move In and Move Out periods
- Completes administrative process for student keys (lock outs, lost keys, misplaced keys, room moves and changes)
- Organizes and distributes student mail and packages
- Provides referrals to residence/campus resources and assists with a variety of inquiries from students
- Point of contact for concerns and emergency needs in residence

Benefits

- Professional customer service experience
- Flexible to accommodate academic schedule
- 24-hour schedule – lots of opportunities for shifts

Compensation: $16.55 per hour and includes 4% vacation pay. A shift premium of $0.50/hr is applied for midnight – 8 am shifts.
Application Process
Requirements

- Queen’s Students:
  - Dons need to be full-time students
  - Front desk and RPA also accept part-time students
  - At least 1 year of post-secondary experience

- Don & LLC Don Role:
  - Have demonstrated and maintained a cumulative GPA of at least 2.0
  - Completed Emergency First Aid (Due by August Training)
  - CPIC – Police Records Check (Due by August Training)

All positions: attend mandatory Residence Staff training – in August or July, depending on role
What are we looking for in RL&S Student Staff?

• Communication Skills
• Adaptability
• Teamwork
• Open-Mindedness
• Relationship Building
• Conflict Resolution
• Planning & Execution (for Dons & RPAS)
How to Apply

Overview

Job descriptions are on the Opportunities in Residence webpage

Applications open December 1, 2023 and close January 14, 2024

Applications are submitted through eREZlife platform

Applicants must submit:

- resume
- cover letter (for some positions)
- references
- answer application questions
How to Apply

Scan QR to take you to the Opportunities in Residence webpage

Apply Here links under each position – all go to the same job posting site

Take time to read each Job description thoroughly
How to Apply

Once you have clicked on “Click Here to Apply”

you will be taken to eRezlife platform

Click on activate account
How to Apply
How to Apply

To activate your account:

Enter your queensu email (netID@queensu.ca)

Do not add the RMS#

Click activate account

A password reset email will be sent to your queensu email.

Check your spam folder if you haven’t received it.
How to Apply

Once you have reset your password, you’ll be able to access eRezlife

This is what your landing page will look like.

Click on View Available Job Posting to see jobs available.
How to Apply

Under each job posting, you’ll be able to download the job descriptions here as well.
How to Apply

Select applicant group

Please choose the applicant group that best describes you for the job 2024-2025 Don Position.

- **2024-2025 New Residence Don**
  - Apply to this cohort if you have not been a Don at Queen's University previously.
  - Application deadline: Jan 14, 2024

- **2024-2025 Returning Residence Don**
  - Apply to this cohort if you have previously been employed as a Residence Don at Queen's University.
  - Application deadline: Jan 14, 2024
Application & Reference Checks

Depending on the role, ensure each part of the application is complete:

**New Don & LLC Don:** application questions completed, resume and 2 references submitted

**Returning Don:** application questions, resume, RLC reference

**Front Desk:** application questions completed, cover letter, resume, and 2 references submitted

**RPA:** application questions completed, cover letter, resume, and 2 references submitted.

References are automatically emailed when you submit your application.
References have until February 15, 2024 to complete form.
Interview Process

Returning Don
- virtual with a recorded component

New Dons
- carousel style – in groups and in person

RPA
- virtual, 2 interviewers

Front Desk
- virtual, 2 interviewers
Important Dates

December 1 – Application Opens

January 14, 2024 – Applications Close

January 24 – February 14, 2024 – Interview Period for Returning Dons, New Dons, RPA

Mid-February 2024 – Interview Period for Front Desk

February 15, 2024 – Reference Forms must be completed

March 1, 2024 – Offers Sent

March 11 – 13, 2024 – LLC Don Interviews

March 21, 2024 - New Staff Welcome
FAQs

• Can I have another job?
• Can I apply for multiple roles at RL&S?
• Can I be an Orientation Leader?
• Is training mandatory?

As Don:
• can I leave residence for a night?
• Which building will I live in?
Questions?

Email Maura Frunza at maura.frunza@queensu.ca

or

Residence Life & Services at reslife@queensu.ca