

# 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

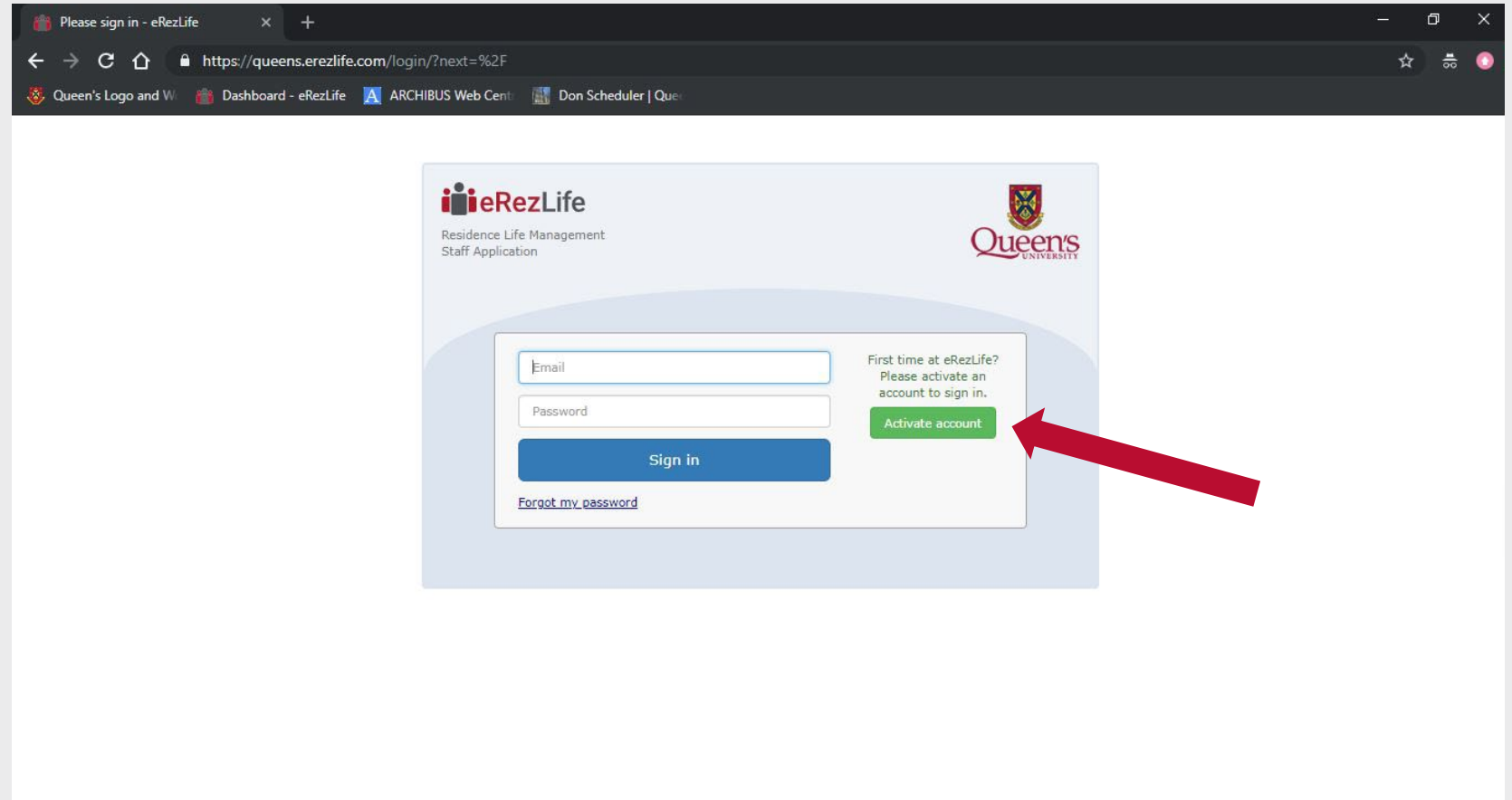


# How to Apply

Once you have clicked  
on “Click Here to Apply”

you will be taken to  
eRezlife platform

Click on activate account



The screenshot shows a web browser window with the URL <https://queens.erezlife.com/login?next=%2F>. The page title is "Please sign in - eRezLife". The main content area features the eRezLife logo and the text "Residence Life Management Staff Application". Below this is a sign-in form with two input fields: "Email" and "Password". A blue "Sign in" button is positioned below the password field. To the right of the form, a message reads: "First time at eRezLife? Please activate an account to sign in." with a green "Activate account" button. A red arrow points to the "Activate account" button. At the bottom of the form, there is a link that says "Forgot my password".

# How to Apply

Please sign in - eRezLife

https://queens.erezlife.com/login/?next=%2F

Queen's Logo and W Dashboard - eRezLife ARCHIBUS Web Cent Don Scheduler | Que

**iieRezLife**  
Residence Life Management  
Staff Application

Queen's  
UNIVERSITY

Email

Password

Sign in

[Forgot my password](#)

First time at eRezLife?  
Please activate an  
account to sign in.

Activate account

# How to Apply

To activate your account:

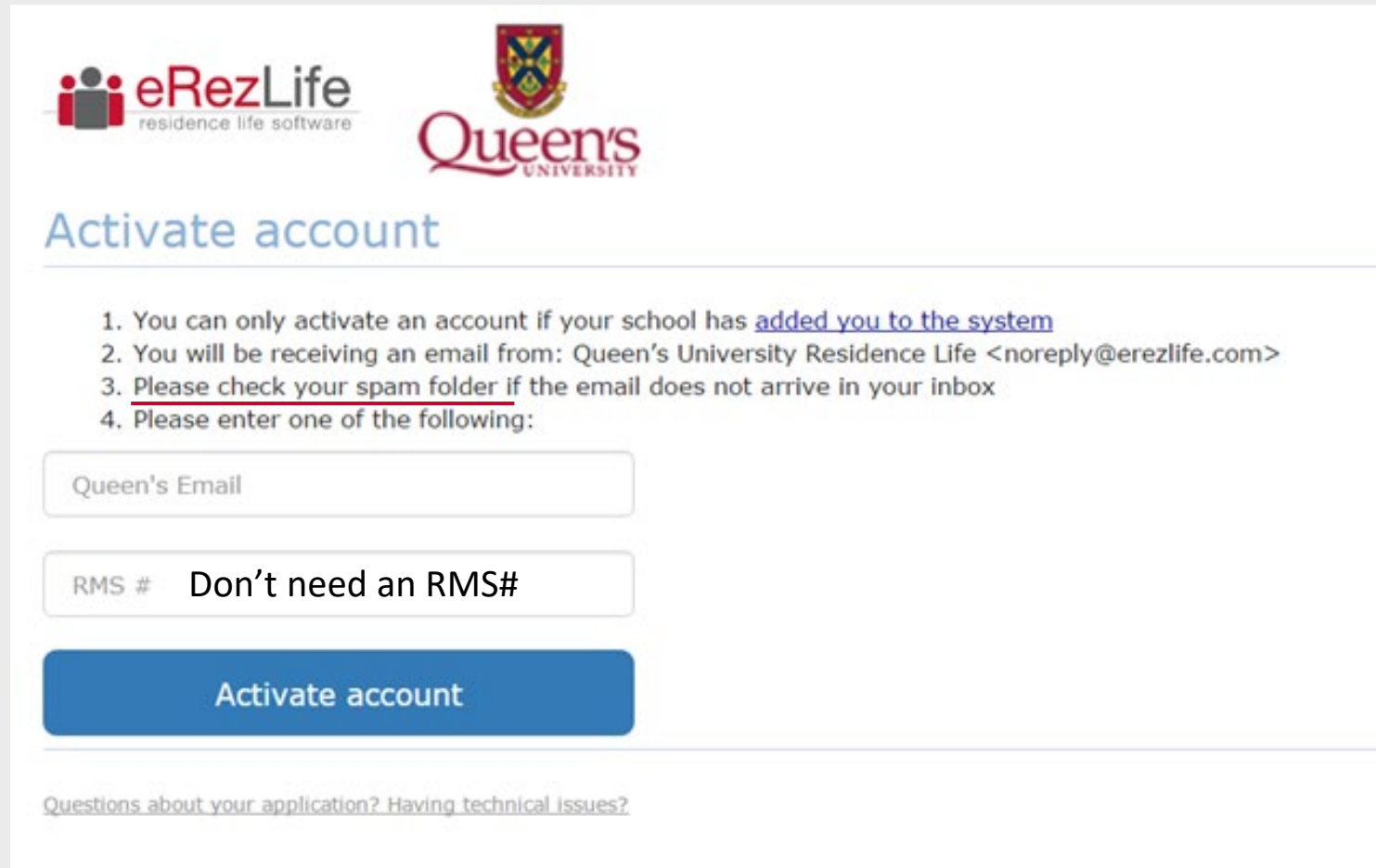
Enter your queensu email  
([netID@queensu.ca](mailto:netID@queensu.ca))

**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.



The screenshot shows the 'eRezLife residence life software' logo and the Queen's University crest. The page title is 'Activate account'. It contains a list of four instructions: 1. You can only activate an account if your school has [added you to the system](#); 2. You will be receiving an email from: Queen's University Residence Life <noreply@erezlife.com>; 3. Please check your spam folder if the email does not arrive in your inbox; 4. Please enter one of the following: There are two input fields: 'Queen's Email' and 'RMS # Don't need an RMS#'. Below these is a blue 'Activate account' button. At the bottom, there is a link: [Questions about your application? Having technical issues?](#)

**eRezLife**  
residence life software

  
**Queen's**  
UNIVERSITY

## Activate account

1. You can only activate an account if your school has [added you to the system](#)
2. You will be receiving an email from: Queen's University Residence Life <noreply@erezlife.com>
3. Please check your spam folder if the email does not arrive in your inbox
4. Please enter one of the following:

Queen's Email

RMS # Don't need an RMS#

**Activate account**

[Questions about your application? Having technical issues?](#)

# 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 see jobs available

The screenshot displays the eRezlife landing page. On the left is a dark grey sidebar with a menu. The top menu item is 'Applications & forms' with a group of people icon. Below it is a 'Home' link with a house icon. The main menu items are 'General', 'My profile', 'Jobs', 'Job overview', 'My job profile questions', 'Job postings', and 'Resources'. The 'Jobs' item is highlighted. The main content area has a light grey header. Below the header, there is a 'RECOMMENDED ACTIONS' section with two items: 'finish your job profile questions' and 'view available job postings'. A large red arrow points to the 'view available job postings' item. Below this is an 'Upcoming' section with a calendar icon and the text 'No upcoming events in the next 3 days.'

Applications & forms

Home

General

My profile

Jobs

Job overview

My job profile questions

Job postings

Resources

RECOMMENDED ACTIONS

finish your job profile questions

view available job postings

Upcoming

No upcoming events in the next 3 days.

# How to Apply

Under each job posting, you'll be able to download the job descriptions here as well

Applications & forms

Home

General

My profile

Jobs

Resources

Peter Parker

2024-2025 Don Position

Job dates: Aug 19, 2024 to Apr 25, 2025

Job description attached.

Application deadline

2024-2025  
New Residence  
Don  
Jan  
14  
2024

2024-2025  
Returning  
Residence Don  
Jan  
14  
2024

Location openings (200)

200 Non-specific

Additional resources

Residence Don Job Description 2024-25.pdf

LLC Job Description 24-25.pdf

Questions? Contact:  
Residence Life <reslife@queensu.ca>

Apply now

Apply now

# 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.

## References

This job application requires 2 references. Please provide a name, a email address, and a phone number by February 15, 2024.

### Reference 1

name

email

phone

### Reference 2

name

email

phone

# 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?

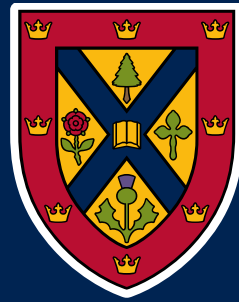


# Questions?

Email Maura Frunza at [maura.frunza@queensu.ca](mailto:maura.frunza@queensu.ca)

or

Residence Life & Services at [reslife@queensu.ca](mailto:reslife@queensu.ca)



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