



St. Thomas University

RESIDENCE LIFE

JOB POSTING

Job Title:	Welcome Centre Coordinator (4 positions)
Hours of Work:	68 hours (across 17 days) approx. 4-8 hours/day
Term:	August 26 to September 11, 2022
Wage:	Level 2 position
Eligibility:	Open to all current (not graduating) students at St. Thomas University
Application Deadline:	March 21, 2022 by 8:30 AM

Job Description and Purpose of Position:

Reporting to the Assistant Director Residence Life, the Welcome Centre Coordinator is responsible for the management and oversight of the Welcome Centre, its volunteers and general functions.

This may include but is not limited to:

- Welcoming students to STU and providing them with high level of customer service;
- Distributing STU ID (U-Cards) to new students;
- Helping residence student's check-in to their room by issuing keys, completing necessary administrative procedures and documents including the check in process and Residence Agreement;
- Coordinating early move-ins, making sure there are enough staff and volunteers to accommodate all early move-ins at any given time;
- Answering University assigned cell phone to help solve problems or coordinate various resources for students;
- Checking and responding to emails in a timely manner;
- Maintain high level of communication with Residence Life Office and other involved campus partners, including but not limited to International Student Coordinator, Indigenous Student Services Coordinator, and Coordinator Student Accessibility;
- Training and scheduling of staff and volunteers;
- Overseeing the setup of the Centre and its resources;
- Evaluating the effectiveness of the Centre;
- Other administrative duties as assigned by Student Services and Residence Life Office.

Knowledge and Skills:

- Knowledge of St. Thomas campus, Residence Life and other university groups;
- Knowledge of both Students' Union and Welcome Week planning;
- Excellent oral and written communication skills;
- Ability to prioritize teamwork and collaboration with fellow colleagues;
- Effective organizational skills;
- Strong decision-making and problem-solving skills;
- Excellent interpersonal skills and pleasant demeanor;
- Excellent customer service skills;

- Strong attention to detail;
- Flexible and adaptable to non-traditional working hours;
- Proficient in computer software, such as Microsoft Word, Excel and e-mail.

Requirements:

- Must be available for training on August 26, 2022;
- Must be returning to STU as a full-time student in September 2022, with at least one year of undergrad experience at STU;
- Cannot hold another University position involved in Welcome Week.

**Please email Cover Letter & Resume to Residence Life Office residencelife@stu.ca.
Please indicate clearly in your email the title of the position you are applying for.**

Only students selected for an interview will be contacted.