

Residence & Guest Accommodation Assistant (RGAA)

Position Description

April 2023 – August 2023

- Contract Period:** From April 22-August 31st-. The RGAA position starts immediately after the last final exam date and ends two weeks prior to the end of August if the incumbent is to move into the Residence Assistant role for the following September semester. Otherwise, the incumbent will be continuing the role until August 31st
- Remuneration:** Residence & Guest Accommodation Assistants (RGAA's) are expected to work office hours Monday-Friday in addition to participation in an on-call rotation (estimated on-call once every 3-4 days, including weekends) to a maximum of 35 hours per week.
RGAA's will be compensated \$17.85/hr for the duration of their role, with an additional Housing waiver for the May semester. RGAA's are responsible for covering their Room Deposit and Parking fees.
- Report To:** RGAA's will report directly the Residence Life Coordinators and the Operations Coordinator who will provide training, support, and assistance in the execution of the RGAA's responsibilities.

What you get to do:

As a Residence & Guest Accommodation Assistant, you get to open the doors to the UNBC experience by welcoming students and guests into our buildings.

Here's what you bring to the table:

- ✓ Approachable and able to develop effective relationships with a diverse group of people
- ✓ Flexible, adaptable and able to work in a team as well as independently
- ✓ Proven ability to handle difficult situations with tact and diplomacy
- ✓ Demonstrated problem-solving and conflict management skills
- ✓ Passion for the UNBC student experience and Residence Life
- ✓ Looking to grow and build upon several previous leadership experiences

In order to succeed, you must meet the following requirements:

- ✓ Be able to provide a clear Vulnerable Sector Police Information Check
- ✓ Willingness to obtain an Occupational First Aid (Level 1) WorkSafeBC certificate
- ✓ Have and continue to maintain a clear student conduct history with the University
- ✓ Commit to living in Residence with another Residence Assistant/Residence and Guest Accommodation Assistant

The Nitty Gritty of the Role

A: Community Support

Community Support includes role modelling, being present in Residence and in your assigned floor, providing resources and support to your assigned residents and guests. Residence & Guest Accommodation Assistants are expected to be always professional and respectful of our diverse populations.

- Residence & Guest Accommodation Assistants will respect and uphold all Housing and Residence Life policies. RGAA's will role model how to successfully thrive in the Residence environment
- RGAA's will act as the first point of contact and resources for students and guests

B: Community Engagement and Transition

Community Engagement and Transition includes participating, facilitating bi-weekly programs, supporting the Housing Office with Move-in and Move-out tasks

- RGAA's will support the Housing & Residence Life department with guest check-ins and check-outs
- Enhance the Residence experience for students by planning, promoting, and implementing community-based programs on a bi-weekly basis
- Use and follow the Residence & Guest Accommodation Assistant (RGAA) Manual to ensure quality and comfort of guests, organize, prepare, and respond to all Guest Accommodation tasks
- Work under the direction of the Operations Coordinator to conduct room inspections

C: Community Safety and Incident Response

Community Safety and Incident Response includes promoting, responding to, and maintaining residents' and guests' safety and wellness in Residence. This will occur in partnership with UNBC Security Services, during and outside of your on-call shifts

- Perform scheduled on-call support duties
- Respond to emergency situations as appropriate and directed; informing Coordinator on Call/Housing office of issues arising
- Refer any issues that are beyond the scope of a RGAA to the Coordinator on Call or UNBC Security Services
- Work in collaboration with the Housing Staff and Campus Partners (e.g. Campus Security, Wellness & Health Services etc.) to provide support during emergency situations
- Exercise sound and responsible judgement
- Remains available during on-call shifts, remains on campus grounds and must be able to respond to calls within 15 minutes.
- Complete documentation as required
- Inform the Housing staff/Coordinator on-call of maintenance issues when necessary, including spaces that are not assigned to the RGAA; reporting any existing facility conditions or misuse that is a violation of the *Residence Life Community Standards* (i.e. tampered fire alarm)

E: Administrative and Other Duties

Administrative and Other Duties include attending team meetings, participating in a weekly check in with the Residence Life Coordinator, checking and responding to emails, participating in Residence Life projects, and communicating frequently with the Residence Life Coordinator.

- Attend RGAA training and orientation during the first week of work
- Respond to communication from Housing & Residence Life professional staff
- Performs other duties as assigned by the RLC & Operations Coordinator that are consistent with the nature and expectations of this position description

Important Notes

Residence & Guest Accommodation Assistant will perform their duties through pre-determined hours. On-call shift changes must be made three (3) days in advance. Both parties must agree via email to both the RLC, as well as the Operations Coordinator. Vacations must be booked and pre-approved by the RLC and Ops Co. a minimum of two weeks in advance and land during the months of June and/or July.

Dress Code:

Because the RGAAs will be working with students, as well as guests from the wider public, the incumbents are expected to dress in casual office attire. RGAAs are expected to wear their on-call vests and name tags during time when they are responding to an incident while on-call. During regular business hours RGAAs are to wear their name tags and provided uniform T-Shirts