

Job Description

Job Title	Residence Life Coordinator
Reference	37969
Location	UWO Main Campus
Faculty/Unit	Housing
Department	Residence Life
Full/Part Time	Part-Time
Employee Group	Non Union
Appointment Type	Contract
Appointment Status	Temporary Full-Time

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Classification & Regular Hours

Hours per Week: 35

Salary Grade: 14

Please note, this is a 3-year contract position with benefits. There are multiple vacancies available.

Secondments are Welcome

Click [here](#) for more details on secondment opportunities.

About Western

Since 1878, Western University has been committed to serving our communities through the pursuit of academic excellence and by providing students, faculty, and community members with life-long opportunities for intellectual, social, and cultural growth. We seek excellent students, faculty, and staff to join us in what has become known as the "Western Experience" - an opportunity to contribute to a better world through the development of new knowledge, new abilities, new connections, and new ways to make a difference.

About Us

Positioned within the Division of Housing and Ancillary Services, the Housing team is committed to providing a high standard of excellence in our facilities, programs and services. We strive to provide an exceptional experience for over 5,800 students who stay with us in residence. We continue to build on our model of “thriving” that is at the heart of our student experience and engage our diverse student population. The Division of Housing and Ancillary Services supports the academic mission of the University and ensures profitability and cost effectiveness of divisional operations.

The Division of Housing and Ancillary Services is committed to providing a top-notch residence experience to over 5,800 Western students while supporting the academic mission of the University and ensuring profitability and cost effectiveness of divisional operations. We provide thriving residence communities which engage our diverse student population.

Responsibilities

The Residence Life Coordinator (RLC) will coordinate the delivery of programming initiatives and residence life services which are designed to foster personal growth and maximize the potential for student success. The RLC will support initiatives related to residence safety and community building, as well as provide leadership and management to a team of student-staff, act as a resource to refer students to campus resources, work collaboratively to ensure positive relationships between teams and complete administrative duties. The RLCs priorities will be aligned and consistent with divisional strategic directions and goals. The RLC is a full-time live-in staff member. Through this work, the Residence Life Coordinator contributes to the overall success of the Western Housing team.

Qualifications

Education:

- University degree including studies in Behavioural Sciences, Social Sciences and/or Education

Experience:

- 2 years experience in residence life with demonstrated leadership experience in a residence setting
- Work experience demonstrating organizational, customer service and administrative competence
- 1 year previous professional residence experience is preferred
- Previous experience supervising others and front-line operations experience is an asset

Knowledge, Skills & Abilities:

- Excellent organizational and time management skills and ability to assess priorities, work independently to meet required deadlines with conflicting demands and changing priorities
- Able to set priorities, delegate effectively and make sound decisions
- Demonstrated ability to effectively supervise and develop others
- Results-oriented and able to handle many tasks and maintain a high level of individual and team performance
- Working knowledge and/or experience building teams within a large community of students, student-staff, and professional staff
- Demonstrated ability to interact effectively with individuals at all levels of the organization and the public
- Strong customer service skills to handle inquiries and resolve issues in a professional and timely manner
- High level of integrity and trust, tact and diplomacy
- A well-defined sense of diplomacy and judgement including solid negotiation, crisis management and conflict resolution skills
- Approachable and understanding individual with a high degree of customer focus
- Ability to identify and respond to contentious or politically sensitive issues with discretion
- Ability to perceive and understand the emotions of others and interact with them appropriately based on those emotions

- Good listening skills and an ability to establish effective routines for excellent communication with all members of the team to maximize productivity
- Ability to handle conflict constructively with well-developed conflict resolution skills
- Capacity to establish rapport, support and demonstrate openness to persons of diverse backgrounds and beliefs
- Strong oral and written communication skills with well-developed presentation skills
- Intermediate computer skills in Microsoft Office (Word, Excel and PowerPoint)
- Willingness to be available to be on-call on a rotational basis
- Willingness to work seasonally long hours, including frequent events and weekends

Background Checks

Please note, successful applicants may be required to produce current record check(s) (e.g. vulnerable sector, criminal record and police information) from a police service prior to commencing employment.

Western Values Diversity

The University invites applications from all qualified individuals. Western is committed to employment equity and diversity in the workplace and welcomes applications from women, members of racialized groups/visible minorities, Indigenous persons, persons with disabilities, persons of any sexual orientation, and persons of any gender identity or gender expression.

Accommodations are available for applicants with disabilities throughout the recruitment process. If you require accommodations for interviews or other meetings, please [contact Human Resources](#) or phone 519-661-2194.

Please Note:

We thank all applicants for their interest; however, only those chosen for an interview will be contacted.

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