

Job Title:	Student Move-in Coordinator (SMC)
Department:	Campus Housing – Residence Services
Reports To:	Co-ordinator, Move-in Operations
Pay rate:	\$ 16.55/hour
Effective Date:	Flexible, between July 29 th -August 2 nd Preference may be given to candidates who can start early.

Primary Purpose

In this role the Student Move-in Coordinators (SMCs) manage the planning and day-to-day operations of the Fall 2024 move-in. This includes supporting volunteers with training and during moving days, event management, and information management. This position can be a mix of remote-work and in-person work from July 29th, 2024, to September 1st, 2024. This position can be a mix of remote work/in person work for the month of August. This role will involve physically demanding tasks during long days that could be included but are not limited to:

- setting up tents, tables, and signage
- moving furniture and other equipment
- walking/standing for long periods of time

Key Accountabilities

Volunteer Support

- Prepare volunteer training materials.
- Facilitate orientation session for all volunteers.
- Support all volunteers during the move-in period including answering any questions volunteers are not sure how to address, filling in for any absent volunteers, etc.
- Communicate any updates regarding scheduling, volunteer position changes, or other information to volunteer team.

Team Work

- Collaborate and connect with the Fall 2024 Move-in Committee.
- Collaborate with other Student Move-in Coordinators to ensure consistent experience at the different move-in areas.
- Work with volunteer team to provide positive move-in experience.
- Work with Campus Housing staff (Captains and Assistant Captains) on move-in days to escalate issues and share updates as necessary.
- Work with Move in Operation Coordinators.
- Collaborate and ensure Early Arrival Move In (August 15th-17th) is executed to support students.

Information Management

- Develop and manage volunteer schedules and contact lists.
- Support Campus Housing staff regarding rescheduling/cancelling student move-in appointments.
- Monitoring and responding to emails in the move-in specific inbox.
- Work with Fall 2024 Move-in Committee and Front Desk Assistants to manage Fall 2024 Move-in materials.
- Liaise routinely with Fall 2024 Move-in Committee to provide updates regarding flow of traffic, emerging issues, and other updates.
- Expected to maintain a high level of confidentiality regarding resident information and volunteer schedules.

Event Management

- First point of contact for questions from volunteers and students regarding the move-in process. This includes problem-solving and troubleshooting for solutions.
- Execute foul weather plan.
- Execute event set-up and take down each day alongside Captains.
- Real-time audit of move-in process to ensure equipment (i.e., move-in carts), information, volunteers are readily available and accurate.
- Engage routinely with incoming students and families to provide support or information as necessary.
- Ensuring move-in is a positive and welcoming experience for all students.
- Ensure all signage is placed (indoor and outdoors) to ensure residents, families and staff know how to navigate during move in days.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- Prior experience in volunteer management.
- Excellent communication, leadership, and problem-solving skills.
- Prior experience in customer service is preferred.
- It is preferred that candidates applying to this role are familiar with Campus Housing residences.

- Must be present in Waterloo for on-site work August 28th, 2024, onwards.
- Must be a returning upper-year undergraduate student/graduate student/alumnus (within the last 6 months). If you are a first-year undergraduate, or a new postgraduate student please do not apply.

Contract Period & Hours

Start Date: July 29th 2024

End Date: September 1st 2024

Weekly Hours:

- Between 30-60 hours from [July 29th-August 28th](#)
- Between 25-35 hours August 29th-September 1st

Remuneration

Remuneration for Student Move-in Coordinator is \$16.55/hour.

Please address any questions to hirehousing@uwaterloo.ca