

<b>Job Title:</b>	Student Move-in Coordinator (SMC)
<b>Department:</b>	Campus Housing – Residence Services
<b>Reports To:</b>	Co-ordinator, Move-in Operations
<b>Pay Rate:</b>	\$ 17.60/hour
<b>Effective Date:</b>	August 28th, 2026
<b>End Date:</b>	September 6th, 2026

---

### **Primary Purpose**

In this role, the Student Move-in Coordinators (SMCs) manage the planning and day-to-day operations of the Fall 2026 move-in. This includes supporting volunteers with operations during moving days, event management, and information management. This is an in-person role at the University of Waterloo Campus Residences for the move-in days of September 3rd to September 6th. You are required to be available to work on all the days listed above. A paid and mandatory in-person training session will also take place on Friday, August 28, 2026, lasting approximately three hours. Exact timing will be shared in your contract.

This role will involve physically demanding tasks including but not limited to: lifting bins, wayfinding, crowd control, walking between the various Campus Housing Residences, during long days and will be outside.

### **Key Accountabilities**

#### **Volunteer Support**

- Ensure volunteers are aware of duties and responsibilities.
- 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 with Move-in Teams to provide students with an optimal move-in experience.
- Collaborate with other Student Move-in Coordinators to ensure consistent experience at the different move-in areas.
- Work with volunteer teams 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 to ensure operations remain well-supported.

### **Information Management**

- Manage volunteer schedules and contact lists.
- Work with Fall 2026 Move-in Committee and Front Desk Assistants to manage Fall 2026 Move-In materials and set-up.
- Liaise routinely with Captains/Assistant Captains 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 if necessary.
- 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, fun 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 is preferred.
- 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 28<sup>th</sup>, 2026, onwards.
- This position is only open to students who are in their 2A term and beyond. If you are a Graduate student, please apply only if you have been with UWaterloo for over 6 months or 2 terms (whichever comes first).

This position is not open to first-year undergraduate or a new postgraduate student.

**Contract Period & Hours**

Start Date: August 28<sup>th</sup>, 2026

End Date: September 6<sup>th</sup>, 2026

Weekly Hours:

- Approximately 3 hours on August 28<sup>th</sup>
- Between 25-35 hours September 1<sup>st</sup> - September 6<sup>th</sup>

**Remuneration**

Remuneration for Student Move-in Coordinator is \$17.60/hour.

Please address any questions to [movein@uwaterloo.ca](mailto:movein@uwaterloo.ca)