

# Campus Housing Returning Staff Application Guide

We're so excited that you've decided to apply to return to the Campus Housing Team! This application guide will outline all the components of the application process. We encourage you to read through this guide fully before starting your application. Orienting yourself to the component of the application will give you an opportunity to reflect and prepare your answers before starting the application form. This will save you time and ensure that your application accurately reflects your gifts and talents. We want you to be able to showcase all the amazing things that make you unique while at the same time demonstrating how those skills can be applied to the roles you are interested in.

If after you've gone through this guide you still have questions about the application process, please email [hirehousing@uwaterloo.ca](mailto:hirehousing@uwaterloo.ca) or connect with your supervisor. Someone on the teams will be more than happy to support you through the application process.

## Recruitment Process for Returning Candidates

As a returning candidate the recruitment process will look a little different for you than a new candidate. Below is an outline of the various steps in the recruitment process for your reference:

1. Applications open November 25, 2024.
  - a. When you initiate your application, you will have 7 days to complete all of the components in the form.
  - b. The two components you will want to prepare ahead of time are your 1-way video responses (see questions below) and your resume/cover letter.
2. Applications close at 12:00pm (noon) January 20, 2025.
  - a. Please ensure that your application form is completed by this date/time. We will not process applications after the deadline.

## Resume & Cover Letter

**All** those applying to Campus Housing Student Staff roles (new and returning) require the submission of a resume and cover letter. Please format these in a **single PDF- 1 page resume and a 1-page cover letter**.

**Remember to tailor your resume and cover letter to the position/s you are applying for and reflect on your past experiences in your previous roles.**

Below are some resources to help you prepare your submission.

- Have little to no work experience? I have some work experience, but would still like some tips on how to build a great resume? Not sure what to include in a cover letter?
- Check out this resource - <https://careerhub.uwaterloo.ca/sections/Marketing/building-a-great-resume-with-little-to-no-work-experience.aspx>

## Returning Staff Application Questions

If you are a current Campus Housing student staff member or have previously worked with Campus Housing, you will be required to complete a **virtual 1-way interview**.

You will have up to three minutes for each question. The recording system in the application form will stop recording at precisely **3 minutes** so please plan accordingly. You can re-record your submission as many times as you like before proceeding to the next question.

Included in the application form is a series of questions that you will need to record video submissions that you will upload directly to the application form. Below are the questions that you be asked to answer.

**Question Set #1- Choose one of the two questions to answer.**

**1**

The Campus Housing team is committed to continuous improvement within our procedures. Please tell us an example of a situation where you had to quickly adapt to a new procedure as an SDRX student-staff member. How did you approach this change, and what steps did you take to ensure smooth implementation? What resources did you consult, and how did you approach any challenges that may have emerged because of this change. Be sure to connect your response/experience to all position(s) you are applying for.

**2**

As a student staff member in residence, you're responsible for managing resident inquiries and requests, while also ensuring administrative tasks are handled efficiently. Imagine you're tasked with organizing an important meeting involving multiple student staff members, each with different schedules and priorities. How would you approach coordinating this meeting to ensure efficient communication, timely responses, and effective participation from all parties involved, while also managing the administrative details such as scheduling, agenda preparation, and follow-up actions? Be sure to connect your response/experience to all position(s) you are applying for.

**Question Set #2- Choose one of the two questions to answer.**

**1**

Due to the nature of our work in Campus Housing, all student staff are in a position of trust and on many occasions will be provided with information that is private and confidential. Imagine while working in your SDRX role, a resident discloses sensitive information to you about an accommodation they are trying to receive. One of your colleagues knows you are supporting this resident and approaches you to ask for details about the situation. You know that maintaining resident confidentiality is crucial. How would you respond to ensure that the situation is resolved effectively while also respecting the confidentiality of the information? Please ensure your response reflects your thought process, highlighting the importance of confidentiality as a leader within SDRX.

**2**

In your role as an SDRX student-staff member, you are often in situations where you must make difficult decisions and lead by example. Describe a challenging experience from a past term where you had to address a conflict involving residents or SDRX teammates. How did you approach resolving the situation while balancing the need to lead, maintain confidentiality, and follow Campus Housing policies? What steps did you take to ensure that the resolution was fair and respectful to everyone involved?

**Question Set #3 - Choose one of the two questions to answer.**

The Campus Housing team is comprised of student-staff that come from all over the world, bringing with them their own unique lived experiences, beliefs, and perspectives. We are passionate about creating communities that embrace equity, diversity and inclusion. Everyone deserves to feel like they belong in our residence community, and we all have a responsibility to support an equitable living and learning environment. [For more information on Campus Housing's commitment to equity work, please see our website.](#)

**1**

Imagine you're partnered with a team consisting of Dons, Peer Leaders, Front Desk Assistants, and Residence Engagement Leaders during staff training, all coming from diverse backgrounds. One team member appears to be less

engaged during team discussions and seems hesitant to contribute. How would you approach this situation to ensure that all team members feel valued, included, and motivated to contribute effectively to the conversation? Please reflect on your most recent experience(s) in Campus Housing/SDRX - be sure to connect your response/experience to all position(s) you are applying for.

**2**

During team training, you and your team are tasked with designing an event that celebrates the diversity of the residence community. While brainstorming, some members hesitate to share ideas, possibly feeling their perspectives might not align with the group's. What strategies would you use to create a supportive space for everyone to contribute ideas? How would you ensure that the event reflects the diversity of perspectives and encourages an inclusive atmosphere for attendees? Please reflect on your most recent experience(s) in Campus Housing/SDRX - be sure to connect your response/experience to all position(s) you are applying for.

If you have any issues with your application form or 1-way submission, please email [hirehousing@uwaterloo.ca](mailto:hirehousing@uwaterloo.ca).

All the best!