

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 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 December 1, 2023
 - 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 (FDAs only)
2. Applications close at 12:00pm (noon) January 11, 2024
 - a. Please ensure that your application form is completed by this date/time. We will not process applications after the deadline.
3. 1-way applications will be reviewed between January 15 - 26, 2024.
4. Recruitment Results will be shared with new and returning candidates via email on February 28, 2024.

Resume & Cover Letter (FDAs ONLY)

All candidates interested in the FDA role (new and returning) require the submission of a resume and cover letter. Please format these in a single Word doc or PDF.

Below are some resources to help you prepare your submission.

Have little to no work experience?

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>

Applying to return to the Desk Services Team as a Front Desk Assistant?

As a candidate with previous experience as a Front Desk Assistant, please reflect on the following questions and include your answers in your cover letter:

- What is your motivation/inspiration for wanting to return to the FDA team?
- What is one way you can improve the student experience at the Front Desk if you return to the team?
- What is one action you can take as a returning staff member to support new members of the team?

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.

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.

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.

Question Set #1

- Current or previous Campus Housing staff that are applying to the same position they held previously.

R1
Having already experienced a student staff role in Campus Housing, how will you stay motivated as a returning member of the team?

R2
In what ways does your current role still challenge you? How are you working to overcome these challenges?

RN3
How have you contributed to a positive team environment during your time as a student staff in Campus Housing and how will you continue to do so as returning staff member?

R4
Describe a time when you were proud of the level of service/support you provided to a customer/student. This could be someone you supported at the Front Desk or a student living in your residence/living learning community. What was the situation, what actions did you take and what was the outcome?

R5
Describe an experience you have had in your role where you had to solve a problem (as a Don, FDA, TPA or PL). What was the situation, what steps did you take to address it and what was the outcome?

RN6
What is one goal you achieved as a student staff? What is one goal you are hoping to achieve in the role(s) you have applied for?

Question Set #2

- Current or previous Campus Housing staff that are applying to a new position within Campus Housing
 - a. Example: You were previously an Undergraduate Residence Don and you are applying for the Front Desk Assistant role.
- Current or previous Campus Housing staff that are applying to the same position they held previously AND applying to a new position in Campus Housing
 - a. Example You were previously an Undergraduate Residence Don and you are applying to return to that role as well as be considered for the Front Desk Assistant position.

RN1
Based on your knowledge of the roles you have applied for, what aspects of the position are you most excited for? If you've applied to multiple positions, please ensure you speak to each role.

RN2

Tell us about a time where you had to utilize problem solving skills. How was the problem addressed, what role did you play and what did you learn from the situation?

RN3

How have you contributed to a positive team environment during your time as a student staff in Campus Housing and how will you continue to do so as returning staff member?

RN4

Conflict is inevitable when you are working with people. Tell us about a recent time when you and someone you worked or studied with experienced conflict or had a disagreement.

RN5

Describe a time when your workload seemed overwhelming. How did you organize/prioritize the work?

RN6

What is one goal you achieved as a student staff? What is one goal you are hoping to achieve in the role(s) you have applied for?

If you have any issues with your application form or 1-way submission, please email hirehousing@uwaterloo.ca