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| POSITION TITLE: | Connection Desk Assistant |
| DEPARTMENT: | Student Experience and Housing |
| REPORTS TO: | Administrative Assistant |
| EFFECTIVE DATE: | May 4 – August 31, 2026 |

GENERAL ACCOUNTABILITY

Renison Student Experience and Housing coordinates the Moose Tracks Connection Desk at Renison University College. This students-helping-students front desk is staffed by student leaders to provide front-line support specifically to Renison and University of Waterloo students.

Renison Student Experience and Housing is recruiting **six (6) senior Waterloo students** to serve as Connection Desk Assistants from May to August 2026. These student staff will work approximately 6-8 hours per week in person. Each Connection Desk Assistant will work a rotating schedule with other staff between the hours of 9:00am to 7:30pm, Monday to Friday, and between the hours of 9:00am to 5:00pm Saturday and Sunday (exact times to be finalized).

The Connection Desk Assistants will assist in the coordination of front-line customer service for student inquiries, as well as supporting the Renison Student Experience and Housing team with communication initiatives and administrative support. This role requires excellent customer service and communication skills, and a sincere desire to help others.

The successful candidates will have the opportunity to enhance their client/customer service skills, while developing strong project management skills. The candidate will work collaboratively with multiple partners throughout Renison, including program managers and administrative staff, Student Experience and Housing staff, residence dongs, and student peer leaders.

This position works in collaboration with the Student Experience and Housing team under the operational guidance of the Administrative Assistant, Student Experience and Housing.

NATURE & SCOPE

The position of Connection Desk Assistant requires the ability to provide guidance and support to our students related to their academic, cultural, social, and interpersonal transition into the University of Waterloo.

- Interpersonal Contacts: this position requires the incumbent to work collaboratively with a team of Residence Dons, Peer Leaders, and the Student Experience and Housing team. The successful candidate must possess a willingness to develop their communication skills to carefully understand, assess, and recommend supports and resources to support students in their personal and academic success.
- Decision-Making Authority: this position possesses decision-making authority based on established policy and procedure; complex and non-routine issues involve consultation with appropriate personnel. Required to investigate issues and provide explanation or suggestions as able.
- Level of Responsibility: this role has defined duties and responsibilities and receives direct supervision. The Connection Desk Assistant will be expected to have a strong understanding of cross-cultural awareness and an understanding of available resources to provide support to ensure student success. There are no direct reports.
- Physical and Sensory Demands: working in an office environment with most of the time standing or sitting with regular computer use. Some physical work is required when helping to post event posters throughout the building.

KEY ACCOUNTABILITIES

Front-line Support

- Strengthen your communication skills by serving as a warm, welcoming, and accessible first point-of-contact to support students and visitors with their questions, provide direction, and assist with sales as necessary.
- Provide way-finding support throughout the college, including providing directions for locating classrooms and common spaces.
- Offer navigational advice to students for whom they can speak to regarding their courses at Renison as well as University of Waterloo student services.
- Manage Renison Residence's Duty Don phone and keys during the daytime; provide support to students locked out of their residence room, and assist residence students with questions about supports and services.
- Operate a point-of-sales machine and WatCard terminal to facilitate the sales of snacks, drinks, essential items, and Renison merchandise.
- Respond to incoming calls that are received from Renison's parking gate, and assist students and visitors with entering and exiting the parking lot through the operation of a phone at the desk.
- Distribute packages that arrive at the college for residence students, communicate the arrival of packages to residents, and organize incoming mail into appropriate staff, faculty, and student mailboxes.
- Support with the distribution of residence room keys to new incoming students and guests residing in Renison Residence; assist new residents with way-finding and accessing their residence room for their stay.
- Assist with the collection and safeguarding of residence room keys when residents and guests vacate their room in Renison Residence.

Communication Initiatives

- Support the Connection Desk Coordinator (co-op) in completing weekly communication initiatives, which may include support with designing posters, newsletters, and social media content.
- Assist with distributing event posters on bulletin boards and sign frames throughout the college and removing posters as necessary.

Communication and Administrative Support

- Respond to all communications, including emails, from students and staff within one business day. Please note you may have to reply earlier for issues that need immediate attention.
- Consistently provide timely and professional updates to staff as it pertains to job-related duties and responsibilities.
- Assistant in completing regular inventory management of products for sale at the desk.

QUALIFICATIONS

- Registered Waterloo student in good academic standing with a minimum average (in both semester and cumulative) of 65% (preference will be given to students in their 2A term or higher). Connection Desk Assistants must maintain [good academic standing](#) as per their faculty definition, as well as abide [by academic integrity policies](#). Failure to adhere to these conditions may lead to remedial action, up to and including dismissal.
- Eager student with a willingness to build strong knowledge of the University of Waterloo campus, Faculties, services, and resources. Previous experience in customer service settings is an asset.
- Positive problem-solving skills and good judgment; ability to think on your feet and navigate difficult discussions or situations with diplomacy and tact.
- Ability to approach cross-cultural communication and inter-group dynamics with sensitivity and respect.



AFFILIATED WITH THE UNIVERSITY OF WATERLOO

- Creative and adaptable under pressure.
- Strong customer-service orientation.

BENEFITS

In exchange for accepting the position, a Connection Desk Assistant will be compensated \$17.60 per hour, in addition to vacation pay, by Renison University College, and will work approximately 6-8 hours per week.

POLICIES OF RENISON UNIVERSITY COLLEGE

The Connection Desk Assistants are to always act as role models for all students. Any violation of Renison University College rules, negligence in informing the Administrative Assistant of violations of policy, negligence in abiding by the terms of this agreement, or conduct unbecoming of a Connection Desk Assistant, is considered dereliction of a Connection Desk Assistant's duties. Dereliction of duties may result in termination of the appointment and forfeit of income and allowances.

WORKING CONDITIONS

Travel: None

Working Hours: Inconsistent working hours; shifts may be scheduled for a minimum of 3 hours in between class schedule. A monthly schedule will be set in advance. Hours will vary depending on times when students are not in class, including mornings, afternoons, evenings, or weekends.

Risks – physical and psychological:

Psychological risks:

- This role involves exposure to stress with students who may be facing difficulties accessing supports and services at Renison and the University of Waterloo.