



### 1. IDENTIFICATION

<b>Position No.</b> 70-7821	<b>Job Title</b> Residence Manager	<b>Supervisor's Position</b> Kitikmeot Dean, 70-2917	
<b>Department</b> Nunavut Arctic College	<b>Division/Region</b> Kitikmeot	<b>Community</b> Cambridge Bay	<b>Location</b> Single Student Residence
<b>Freebalance Coding:</b>	03300 014 444 030 2001 04		

### 2. PURPOSE

<p><b>Main reason why the position exists, within what context and what the overall end result is.</b></p> <p>The Residence Manager must ensure a safe and secure student environment that is conducive to student’s personal development and study requirements. This is achieved through the application of policies and procedures and the coordination of all maintenance people necessary to run the facilities. The Manager also requires an appreciation of the challenges facing students and the interest and ability to respond to student needs. These needs are physical, emotional, spiritual, intellectual, social, and environmental.</p> <p>The Residence Manager must ensure that all maintenance to College facilities is done in a timely manner. This is achieved by working closely with College staff and maintenance personnel.</p> <p>This is a key position at the College, due to the fact that improper facility conditions and failure to be responsive to students needs can result in students not being able to continue in their studies.</p>
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

### 3. SCOPE

<p><b>Describe the impact the position has on the area in which it works, or if it impacts other departments, the government as a whole, or the public directly or indirectly. How does the position impact those groups/individuals, the organization and/or budgets? What is the magnitude of that impact?</b></p> <p>Reporting to the Campus Dean, the incumbent is responsible for management of the Kitikmeot Campus student residential operations and facilities. This includes the allocation of approximately 20 family units and the Single Student Residence.</p> <p>As the Kitikmeot Campus continues to grow, the demands on the residence system will increase significantly. The incumbent is expected to manage the residence operations with minimal</p>
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

supervision and must be able to respond to large volumes and varied demands made on the residence system. This includes locating units to be leased by the College if necessary, administering residential policies, coordinating and arranging for the purchasing of equipment and supplies. The Manager will supervise staff for residential buildings as well as the administrative buildings. The Manager is responsible for ensuring janitorial services is done correctly and in timely manner. This position ensures mail delivery and distribution for the Kitikmeot Campus is done on a daily basis. The Residence Manager will work in partnership with staff; provide support for Instructors as well as providing support services for students by liaising with counselling staff and assisting in crisis intervention.

The position deals with administrative duties such as responding to an application for accommodation, preparing work orders for maintenance issues on the buildings and working with Community Government Staff to ensure that annual preventative maintenance work is done.

It is essential that students' needs are met at all times. This causes the Residence Manager position to be particularly stressed and difficult during the beginning of the year as new students and their families arrive, as well as Christmas and spring breaks and the end of the school year.

#### 4. RESPONSIBILITIES

**Describe major responsibilities and target accomplishments expected of the position. List the responsibilities that have the greatest impact on the organization first and describe them in a way that answers *why* the duties of the position are being performed. For a supervisory or management position, indicate the subordinate position(s) through which objectives are accomplished.**

1. Coordinate the residential operations:

- Manage all administrative duties, housing inspections, work orders, the proper signing of housing leases and check-in and check-out inspections;
- Confirm flight and arrival times to ensure students are met at the airport upon arrival;
- Assign and accommodate Kitikmeot Campus students in coordination with the Registrar and/or with the Campus Dean;
- Liaise with other staff regarding accommodation eligibility;
- Ensure the effective implementation of rules and regulations related to on-campus living by establishing effective reporting procedures, means of monitoring and taking action in order to provide a supportive environment for learning;
- Maintain student housing lists and submit reports on a regular basis;
- Deal with student crisis and emergency situations (i.e. domestic/family crisis, personal crisis, violence, etc.) ensuring that appropriate support measures are in place and expertise contacted (RCMP, Student Counsellor, and medical practitioner);
- Participate in student residential activities; encourage open communication and dialogue to promote a home atmosphere for students and their families;
- Assign and accommodate short term guests.

Ensure a safe environment in all college facilities by:

- Ensuring that routine and emergency maintenance work is carried out satisfactorily and

that all Fire and Safety regulations are adhered to, periodic fire drills are undertaken, and regular Fire Alarm inspections are performed;

- Meeting with staff to identify maintenance issues and submit proper work orders;
  - Following up on work orders to ensure that the requested work is completed;
  - Taking quick action in emergency cases to prevent additional damage on health and safety issues;
  - Train and orient new staff to security and janitorial positions;
  - Coordinating and supervising full-time and part-time janitorial staff by assigning janitorial daily, weekly, and monthly and custodial tasks;
  - Identify janitorial staffing requirements and participate in the hiring/contracting process;
  - Participates in the recruitment and selection of staff for the Security Officer position with other campus staff;
  - Scheduling the security staff and ensuring that that shifts are covered;
  - Ensuring staff are on task by working and/or visiting staff on duty as required;
  - Providing direction and information to staff regarding student and campus activities;
  - Participating in regular meetings with staff in order to encourage a team approach for the operation, to provide information and to elicit and exchange ideas amongst staff;
  - Promoting and demonstrating respect and appreciation for the multi-culture background of students;
  - Encouraging students to keep shared space and tidy;
2. Coordinate and secure office supplies and equipment:
- Shipping and receiving of supplies to staff;
  - Planning with the Programs Co-ordinator and other campus staff the annual re-supply of supplies and equipment needed for programs
  - Ensuring that appropriate financial protocols are followed such as receiving quotes and completing purchase orders
  - Inventorying and distributing supplies to staff in Cambridge Bay
  - Investigating and assessing invoice irregularities related to college supplies
  - Facilitating space and equipment when necessary for short courses
3. Manage care and maintenance of college vehicle:
- Ensure registration is current;
  - Insurance documents are received from Finance Officer when due;
  - Arrange servicing of the vehicle when necessary;
  - Ensuring that the vehicle is used appropriately and not for personal use.

## 5. KNOWLEDGE, SKILLS AND ABILITIES

**Describe the level of knowledge, experience and abilities that are required for satisfactory job performance.**

*Knowledge* identifies the acquired information or concepts that relate to a specific discipline. *Skills* describe acquired measurable behaviours and may cover manual aspects required to do a job. *Abilities* describe natural talents or developed proficiencies required to do the job.

**These requirements are in reference to the *job*, not the incumbent performing the job.**

- A minimum of 2 years of supervisory experience is required to effectively supervise and manage staff;

- A Class 5 Drivers License in good standing is required
- Ability to communicate in Inuktitut/Inuinnaqtun is a strong asset; Fluency in English is required
- Experience and ability to make difficult decisions, including dealing with disruptive behaviours and handling matters in a sensitive manner, such as eviction of students from their housing units, is required:
- Awareness and understanding of challenges that face northern students while attending postsecondary studies;
- Competent computer skills including the use of Microsoft Office
  
- Ability to be flexible and adaptable;
- Ability to organize work duties for self and subordinates;
- Ability to handle multiple tasks on an ongoing basis;
- Ability to write correspondence and communicate verbally in a clear and concise manner;
- Completion of WHIMIS is an asset
- Completion of First Aid Certification is an asset
- This position is considered highly sensitive and will require a vulnerable sector criminal records check

## 6. WORKING CONDITIONS

List the unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent. Express frequency, duration and intensity of each occurrence in measurable time (e.g. every day, two or three times a week, 5 hours a day).

### Physical Demands

Indicate the nature of physical demands and the frequency and duration of occurrences leading to physical fatigue or physical stress.

- Sitting at the computer for a considerable length of time can cause eyestrain;
- Ability to lift and carry heavy loads;
- The incumbent is required to stand for extended periods of time while completing inspection records.

### Environmental Conditions

Indicate the nature of adverse environmental conditions to which the jobholder is exposed, and the frequency and duration of exposures. Include conditions that increase the risk of accident, ill health, or physical discomfort.

- Preparedness to accept phone calls during off hours and ability to respond to requests for being called back into work to handle crises involving student/housing needs that cannot

- be handled by Security (i.e. initiating disciplinary action, major maintenance issues, etc.).
- Willing to work according to flight schedules (after normal hours), to pick-up students and their families upon their arrival.

### Sensory Demands

**Indicate the nature of demands on the jobholder's senses. These demands can be in the form of making judgments to discern something through touch, smell, sight, and/or hearing. It may include concentrated levels of attention to details through one or more of the incumbents' senses.**

- Concentration and the ability to work with speed and efficiency are required when checking people in;
- The ability to remain calm and diplomatic is required to handle stressful situations, such as complaints from students and staff;
- The ability to take charge and coordinate the situation as required in the event of a fire, flood or other disasters.

### Mental Demands

**Indicate conditions within the job that may lead to mental or emotional fatigue that would increase the risk of such things as tension or anxiety.**

- The job can be very stressful due to the many competing demands, tasks and deadlines.
- Records must be kept up to date to ensure transactions are organized(e.g. students moving in and out and lease termination);
- The Residence Manager must be able to handle essential paperwork.

**7. CERTIFICATION**

Employee Signature	KITIKMEOT DEAN
Printed Name	Supervisor Signature D. Grey
Date:	Date Feb 27/17
I certify that I have read and understand the responsibilities assigned to this position.	I certify that this job description is an accurate description of the responsibilities assigned to the position.
Deputy Head Signature	
Date I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.	

**8. ORGANIZATION CHART**

Please attach Organizational Chart indicating incumbent's position, peer positions, subordinate positions (if any) and supervisor position.

**"The above statements are intended to describe the general nature and level of work being performed by the incumbent of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position".**