

Posting #24-188CU

Student and Guest Services Representative Housing & Residence Life Regular, Full-Time

Purpose

Reporting to the Manager, Residence & Restorative Relations, the Student and Guest Services Representative (SGSR) provides exceptional front-line student and guest support within the Housing & Residence Life department. The SGSR is an integral part of the day-to-day operations of the Housing front office and at times will receive functional supervision from the Operations Coordinator.

The SGSR will assess and respond to a wide range of situations and inquiries from routine to sensitive, confidential, critical, and unique. Exercising judgement and discretion, the SGSR must demonstrate sensitivity and an exceptional level of customer service while supporting a diverse population of students and guests. With primary service delivery focused on current and prospective University of Northern British Columbia (UNBC) Residence students, this position also works closely with Guest Accommodations providing logistical information, operational support and service excellence.

The SGSR will be expected to demonstrate initiative and continually develop knowledge and context for Housing & Residence Life and Guest Accommodation services. Additionally, building knowledge and awareness of other internal supports, services, and departments within the UNBC community is essential to the success of this position.

Responsibilities

Duties include but are not limited to:

- Supporting student success and retention by providing exceptional customer service and responding to inquiries in person, by phone, or by email;
- Providing information to students on UNBC services and resources and assisting students in accessing those resources if necessary;
- Redirecting and elevating inquiries as appropriate;
- Explaining processes and providing forms and applications specific to the assigned department and supporting students in the completion and submission of these forms and applications if needed;
- Providing functional direction and instructions to workers, students, and volunteers;
- Entering and utilizing department specific data in spreadsheets and databases by using MS Office suite, StarRez, reporting tools, and Banner;
- Performing database maintenance;
- Performing room allocations prior to every semester;
- Maintaining a high degree of organization and accuracy regarding data entry of fees/charges and collection of monies related to Housing & Residence Life operations;



- Assisting with marketing and promotional materials designated for Residence students and guests;
- Helping with budget oversight and general financial administration as well as the preparation and processing of internal forms relating to other UNBC departments;
- Accurate and secure management of Residence keys;
- Assisting in the coordination of student-staff during the summer Guest Accommodations season;
- Supporting a range of projects and event planning, which may include preparation of promotional and informational materials for approval;
- Providing general administrative support for the Manager, Residence & Restorative Relations as needed;
- Ordering and maintaining office supplies;
- Maintaining the general order and tidiness of the reception and/or common areas;
- Creating web content for approval and maintaining website; and
- Inputting and coordination of maintenance requests.

Qualifications

The successful candidate will possess the following:

The successful candidate will possess a one-year certificate/diploma in office or business administration with a minimum of two years related experience in a post-secondary environment, ideally within a student services setting and with a background in administrative procedures and practices.

- The candidate must be able to demonstrate excellent interpersonal and customer service skills;
- Proficiency in MS Office Suite Word/Excel/Outlook/Teams is essential;
- Working knowledge of relational database interfaces (e.g. Banner, StarRez) and MS Publisher are assets;
- The candidate must have an aptitude for problem solving, with attention to detail and accuracy;
- Exceptional interpersonal skills are imperative with demonstrated proficiencies in written and verbal communication skills;
- Ability to establish and build rapport with both internal and external stakeholders, as well as an aptitude for effectively liaising with and connecting students to other service providers;
- Sensitivity to a diverse population of clientele is important. The candidate must have the ability to work independently, demonstrate initiative, and have a proven ability to work in a team environment using a collaborative approach;
- It is important to be highly organized, with the ability to prioritize competing deadlines and interests;
- Judgment, tact, discretion, and confidentiality must be exercised in all matters with a working knowledge of the *Freedom of Information and Protection of Privacy Act (FIPPA)* should be demonstrated.

An equivalent combination of education and experience will be considered. This appointment is subject to a clear Vulnerable Sector police record check.

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Salary

This position has been classified at a Grade 5. The annual salary range for this position is \$55,091.40 to \$57,348.20 and the normal starting salary will be \$55,091.40.

UNBC offers employee tuition waivers (includes spouse and dependents), excellent benefit and pension packages, employee training and development opportunities, as well as relocation assistance. For more details please see:

<http://www.unbc.ca/human-resources/employee-benefits>

<http://www.unbc.ca/human-resources/unbc-pension-plan>

Normal hours of work will be 8:30am – 4:30pm, Monday through Friday.

Our Commitment to Diversity and Employment Equity

The University of Northern British Columbia is fully committed to creating and maintaining an equitable, diverse, and inclusive environment that is accessible to all. We are devoted to ensuring a welcoming, safe, and inclusive campus free from harassment, bullying, and discrimination. This commitment is woven into our motto and mission. In the Dakelh language, UNBC's motto 'En Cha Huná translates to "they also live" and means respect for all living things. Through the respect for all living things, we are able to grow and learn better together, each bringing our own unique individual differences and contributions to inspire leaders for tomorrow by influencing the world today.

Employment equity requires that we remove barriers and overcome both direct and indirect discrimination. In this way, the pool of excellent candidates increases substantially. We encourage applications from members of groups that have been marginalized on any grounds enumerated under the B.C. Human Rights Code, including sex, sexual orientation, gender identity or expression, racialization, disability, political belief, religion, marital or family status, age, and/or status as a First Nation, Metis, Inuit, or Indigenous person.

About the Community

Since its founding in 1990, the University of Northern British Columbia (UNBC) has emerged as one of Canada's best small research-intensive universities, with a passion for teaching, discovery, people, and the North. UNBC's excellence is derived from community-inspired research, hands-on learning, and alumni who are leading change around the world.

Since time immemorial, Indigenous peoples have walked gently on the diverse traditional territories where the University of Northern British Columbia community is grateful to live, work, learn, and play. We are committed to building and nurturing relationships with Indigenous peoples, we acknowledge their traditional lands, and we thank them for their hospitality. UNBC's largest campus in Prince George is located on the traditional unceded territory of the Lheidli T'enneh, in the spectacular landscape near the geographic centre of beautiful British Columbia.

UNBC consistently ranks in the top three in its category in the annual Maclean's university rankings. UNBC also recently placed among the top five per cent of higher education institutions worldwide by the Times Higher Education World University Rankings.



With a diverse student population, the University is friendly, inclusive, and supportive. Prince George is a city of ~80,000 people with impressive cultural, educational, and recreational amenities. For more information about living and working in Prince George, please refer to <http://www.unbc.ca/experience> and <https://moveupprincegeorge.ca>. Make your mark with this leading post-secondary institution.

To Apply

The University of Northern British Columbia is committed to employment equity and encourages applications from the four designated groups (women, Indigenous peoples, persons with disabilities, and members of visible minorities) as well as the 2SLGBTQ+ communities and individuals with intersectional identities.

Persons with disabilities, who anticipate needing accommodation for any part of the application and hiring process, may contact UNBC Health & Wellbeing at wellbeing@unbc.ca. Any personal information provided will be maintained in confidence.

Internal applicants from CUPE Local 3799 will be given priority consideration.

Please forward your resume and proof of education (e.g. copy of transcripts or copy of degree/diploma) and include the competition number #24-188CU in the subject line to:

Human Resources, University of Northern British Columbia,
3333 University Way, Prince George, BC, V2N 4Z9

Email submissions: HRecruit@unbc.ca
Inquiries: (250) 960-5521

All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority. We thank all applicants for their interest in UNBC however, only those applicants selected for further consideration will be contacted.

Applications will be accepted until 4:30PM on October 29, 2024.

