

# Residence & Guest Accommodation Assistant (RGAA) (4 Vacancies)

## Position Description

April 2025 – September 2025

**Contract Period:** April 17<sup>th</sup>, 2025 – September 1<sup>st</sup>, 2025

**Remuneration:** RGAA's are expected to work office hours Monday-Friday 9am-4pm. There is also an on-call component. RGAA's will rotate on-call duties 7 days a week. Hours will total 35 hours per week.

RGAA wage is **\$17.85/hr.**

RGAA's are also compensated with a **housing waiver** for the May semester, a total of \$2732.00 in addition to your hourly wage. RGAA's are responsible for covering their application fee, Room Deposit and Parking fees.

**Report To:** RGAA's report to the Residence Life Coordinators and the Housing Operations Coordinator who provide training, support, and assistance in the execution of the RGAA's duties.

### Here's what you bring to the table:

- ✓ Passion for the UNBC student experience and Residence Life.
- ✓ Will be approachable and relationship driven.
- ✓ Be flexible, adaptable, and able to work in both team and individual scenarios.
- ✓ Able to handle difficult and/or confidential situations with tact and diplomacy.
- ✓ Have demonstrated problem-solving and conflict management skills.
- ✓ Growth mindset and leadership experiences.
- ✓ Have excellent communication and time management skills.

### Criteria to be eligible for the position (to be submitted prior to contract start date):

- ✓ Provide a *clear* Vulnerable Sector Police Information Check.
- ✓ Provide a valid Occupational First Aid (Level 1) WorkSafeBC certificate.
- ✓ Currently have a cumulative GPA of 2.5, and maintain a CGPA of 2.5 throughout the duration of the May Semester
- ✓ Maintain a clear student conduct history with UNBC.
- ✓ Live in residence with another Residence and Guest Accommodation Assistant.
- ✓ The RGAA role involves lifting, using stairs, and working on your feet. Candidates must be capable of meeting physical demands, including lifting up to 30 lbs, pushing heavy carts uphill and downhill, performing light cleaning, and walking/standing for extended periods throughout the day.

## The Nitty Gritty of the Role

### **A: Community Support**

*Community Support includes role modelling, being present in Residence and on your assigned communities, and providing resources and support to your assigned residents. Residence Assistants are peer leaders in the Residence community and are expected to always be professional and respectful of our diverse populations.*

- RGAs will respect and uphold all Housing and Residence Life policies. RGAs will role model how to successfully thrive in the Residence environment
- RGAs will be visible, available, and accessible within the Residence community. This includes making Residence their primary home, and spending time in the common spaces
- RGAs will develop personal relationships with residents through events, casual conversations, RA chats, community meetings, and other forms of communication
- RGAs will act as the first point of contact and resource for students and guests staying in Residence
- RGAs will be aware of the changing community dynamics, and address conflicts between residents proactively. RGAs will seek the assistance of their supervisor when the need arises.

### **B: Community Engagement and Transition**

*Community Engagement and Transition includes participating in Residence orientation and transition, facilitating monthly programs or events, hosting community meetings, supporting the Housing Office with Move-in and Move-out tasks, and completing all required inspections*

- RGAs will support the Housing & Residence Life department with new May/Spring/Summer student initiatives (i.e. Orientation), as well as during Move-in and Move-out periods in Residence
- Support the Housing & Residence Life department and take lead on all tasks required to provide smooth Check-ins and Check-outs for Guest Accommodations
- Use and follow the Residence Assistants (RA) Manual to plan, promote, and implement floor-based programs on a bi-monthly basis, with a schedule to be provided by the RLCs and/or Community Assistant with the goal of enhancing the Residence experience for students
- Support all Housing & Residence Life Department, and Campus Partners sponsored events, through promotion and attendance
- Decorate floor bulletin boards with a cohesive theme and update at least one bulletin board on a bi-monthly basis, with a schedule to be provided by the RLCs. Bulletin board and event responsibilities will alternate for each RGAA, so only one of the tasks is assigned each month
- Work under the Operations Coordinator to conduct all inspections required throughout the May Semester and Guest Accommodation period (i.e. Check in and check out inspections, bi-weekly inspections, Interim room inspections, and pre and post cleaning inspections.)

**C: Community Safety and Incident Response**

*Community Safety and Incident Response includes promoting, responding to, and maintaining residents' and guests' safety and wellness in Residence. This will occur in partnership with UNBC Security Services, during and outside of your on-call shifts.*

- RGAA's will perform scheduled on-call support duties as determined by the Residence Life Coordinators and/or Housing Operations Coordinator
- Respond to emergency situations as appropriate and directed; informing the Residence Life Coordinators/Housing Operations Coordinator of issues arising from their community and Residence at large in a timely manner. This may occur outside of scheduled on-call shifts
- Refer any issues that are beyond the scope of a RGAA to the Coordinator on Call or UNBC Security services.
- Work in collaboration with the Residence Life Coordinators and Campus Partners (e.g. Campus Security, Wellness & Health Services etc.) to provide support for significant occurrences within the Residence community. During emergency situations (e.g. power outages, severe weather warnings) this may occur outside of regular Residence Assistant duties and include the greater UNBC community
- Exercise sound and responsible judgement.
- Remain within the UNBC campus (Prince George) during on-call shifts
- Complete appropriate documentation through StarRez, Microsoft Teams and other designated software in a professional manner
- Inform Housing staff/Coordinator on-call of maintenance issues when necessary, including spaces that are not assigned to the RGAA; reporting any existing facility conditions or misuse that is a violation of the Residence Life Community Standards (i.e. tampered fire alarm)
- Ensure that privacy and confidentiality is maintained, with respect to residents' behaviors and incidents

**D: Administrative and Other Duties**

*Administrative and Other Duties include attending team meetings, participating in a bi-weekly check-in with the Residence Life Coordinator, participating in weekly meetings with the Housing Operations Coordinator, checking and responding to emails within personal inbox and Guest Accommodations inbox, participating in Residence Life projects, and communicating frequently with the Residence Life Coordinators and Housing Operations Coordinator.*

- Attend RGAA training and orientation during the first week of work
- Manage a semester budget for programming
- Respond to communication from Housing & Residence Life professional staff in a timely manner, within 24 hours
- Ensure that the RGAA workspaces are properly maintained
- Perform duties as assigned by the RLC & Operations Coordinator such as preparing suites, moving amenities, providing trolleys, assisting guests with directions, answering visitor questions, and supporting students and guests navigating the UNBC campus and City of Prince George.
- Manage guest check-ins/check-outs, support group check-in, data collection and input, work with space management software, manage professional group email, and create posters and other forms of communication
- Conduct final cleanliness checks to ensure guest readiness by assisting with light cleaning prior to check-ins, including tasks such as wiping surfaces, dusting, vacuuming, and sweeping.
- Perform other duties as assigned by the Residence Life Coordinators and/or Operations Coordinator that are consistent with the nature and expectations of this position description

**Important Notes – Unusual Role Conditions**

**RGAA Duties:** Duties will change significantly over the course of the contract. Different times of the student/guest cycle will require different types of tasks. Be prepared to pivot quickly among tasks as each day will bring new challenges! Some periods will be Guest Accommodation centered; other periods will see more student centric demands. Successful candidates will be ready to identify task priorities, work on both immediate and long-term projects and be able to transition between these priorities seamlessly.

**Shift changes and Time Off:** Residence & Guest Accommodation Assistants will perform their duties through pre-determined hours. On-call shift changes must be made a minimum of three (3) days in advance. Both parties must agree via email to both the RLC, as well as the Operations Coordinator. Vacations must be booked and pre-approved by the RLC and Ops Co. a minimum of two weeks in advance and land during the months of June and/or July.

**Dress Code:** RGAA's will be working directly with students and guests, and as such the incumbents are expected to dress in casual office attire. RGAA's are expected to wear their on-call vests and name tags when they are responding to an incident while on-call. During regular business hours RGAA's are to wear their provided uniform T-Shirts.

**RGAA Lead – additional duties**

The RGAA Lead will complete all duties listed above as part of the RGAA team, as well as:

- Have demonstrated experience in leadership roles
- Have experience in the Hospitality/Service industry
- Have knowledge of life on campus, student cycles and Residence Life
- Be comfortable taking responsibility for their peers, and be able to supervise and motivate their peers
- Be exceptionally organized and task oriented
- Previous experience as an RA or RGAA is an asset