POSITION DESCRIPTION

PART I - IDENTIFYING DATA

Position No: YC1384  Location: Whitehorse
Working Title: Campus Housing Administrator  Supervisor's Name: Andrea Clark
Incumbent:  Supervisor's Title: Campus Housing Manager
Division: Student & Infrastructure Support  Date Description Completed: Nov. 29, 2012
Unit: Campus Housing  Date Revised: March 2019

PART II - SUMMARY (Broad statement as to why position exists)

Reporting to the Campus Housing Manager, this position is responsible for providing and monitoring a broad range of support services to the staff, students and occupants in the unit. This includes: human resources, finance, administrative services and other related duties that enable the unit to serve its clients effectively and fulfill its mandate with Yukon College. This position will be working cooperatively with staff in other Divisions. This position is often the first point of contact for students, prospective students College staff and members of the public regarding any housing inquiries.

A. Duties and Responsibilities

1. Major function - the single most important activity or responsibility required (describe what is done, why it is done, and how it is done):

Provide comprehensive program support by:

a. Providing reception services and managing inquiries. Providing customers with accurate information and/or referring them to appropriate service;

b. Creating and maintaining a network of communications among other College departments, divisions and with outside resources/contacts/organizations; developing, negotiating and managing third party agreements, liaising with outside organizations relevant to Campus Housing. Assisting other departments with Campus Housing procedures, and internal bookings for facilities or space;

c. Entering all charges into the BANNER system, maintaining documentation and creating reports;

d. Maintaining occupant files and lists;

e. Assisting with fee management; including monitoring account balances, follow up, reconciling payments and providing AR reports to Manager as required;

f. Reviewing housing applications, offering housing, coordinating the necessary documents, managing a waitlist and reporting on progress to other members of the College & community as needed for planning and operations;

g. Composing internal and external correspondence, memos, and confidential correspondence regarding occupants and drafting new forms when required;

h. Working extensively with Administrative personnel in the College to organize procedures with admissions and finance. These include coordinating procedures related to: financial transactions, managing accounts on hold, acceptance into College and Campus Housing along with communication regarding student status;

i. Assessing Campus Housing support needs by meeting with the Manager, and peers;

j. Assisting with the recruitment of casual employees (including students) by ensuring all personnel documentation such as employment agreements are complete and forwarded to Human Resources;

k. Receiving and reviewing employees’ time sheets biweekly and ensuring they are received in
Payroll on time; monitoring casual employees’ agreements;

I. Coordinating and providing administrative inputs and output to Banner, FAST and the operating software system for the unit, including entering journal vouchers, purchasing and stores requisitions and advising Campus Housing on these procedures;

m. Working as a member of the Unit team to ensure that publications and web sites are current and correct;

n. Word processing, drafting, editing and proofreading; hand-outs, forms, calendar, copy reports, correspondence, contracts, minutes and memoranda. Preparing financial and statistical reports as required, collecting and maintaining statistical data on occupancy, unit programs and services;

o. Maintaining security of office area and records including; confidential files, cash float, financial data and other confidential information;

p. Conducting preliminary research for information on best known practices of other post-secondary housing and developing resource materials;

q. Participating in discussions and making suggestions for new initiatives, general planning functions, budget preparation, and making recommendations and suggesting solutions to administrative problems and procedures;

r. Coordinating and assisting in facilities management by generating work requests, tracking repairs or making alternative arrangements for repair or replacement;

s. Assisting with division publicity by coordinating arrangements with internal and external suppliers for advertisements, brochures and flyers etc.

Approximate percentage of job time above functions are performed: 65%

2. Other Principal Activities, in order of importance (describing for each what, why, and how, and approximate percentage of job time required, rounded off to the nearest 5%):

Provide budgeting and financial support to the unit by:

a. Monitoring the unit budget expenditures/revenues and ensuring corrections are made. Reviewing monthly financial statements, advising and creating new financial activities codes as needed; monthly calculations for billing, following up as required;

b. Coordinating preparing and administering purchase orders, accounts payable/receivable, petty cash, third party contracts etc., for Campus Housing as required;

c. Preparation, collection and authorizing payment of accounts with designated signing authority in accordance with approved spending plans;

d. Assisting the Campus Housing Manager in the preparation of the unit budget (O&M, capital) and variance reports by forecasting salary, benefit, and O&M information, and processing this information into a prescribed format;

e. Operating and maintaining office and housing equipment such as phones, faxes, photocopiers, video conferencing, computers, appliances etc. Arranging for repairs and servicing as required and scheduling for usage when necessary.

Approximate percentage of job time above functions are performed: 20%

Provide administrative support to the Manager by:

a. Ensuring that the managers appointments and long-range obligations are calendared and coordinated; ensuring travel arrangements in accordance with policy reporting information and problems to the managers as required to ensure high quality programming, and by recommending action or policy to improve functions;
b. Receiving confidential staff / student complaints / concerns / appeals and referring them to the manager or appropriate support function as required;

c. Logistics for various types of meetings, workshops, open houses, events and information sessions by booking facilities, AV equipment preparing agendas and background information as required;

d. Attending meetings recording minutes, preparing, organizing and distributing documentation to members and follow up actions;

e. Providing mail pick up and distribution as required;

f. Ordering and maintaining unit supplies as required or maintain inventory and organization of supplies.

**Approximate percentage of job time above functions are performed: 10%**

3. **Examples of Additional Divisional Activities which may be performed:**

a) Representing the manager at internal/external meetings and functions as required (such as college committees, meetings with partner agencies, and public relations events (e.g. Open Houses, luncheons);

b) Contributing to College as a whole through participation on College committees and at general meetings as assigned;

c) Collecting and maintaining statistical data on Campus Housing services and occupancy;

e) Other related duties

**Approximate percentage of job time above functions are performed: 5%**

4. **Approximately how long will it take for a fully qualified employee from outside the work unit to reach the full working level of the position:**

One year - to experience the full academic and financial cycles.

**B. Problem-solving and decision making**

1. a) **List any acts, Regulations, and/or Policies/Procedures with which the incumbent must be fully familiar in order to perform the position's functions:**

   - Relevant Yukon College's Policies & Procedures
   - Yukon College code of ethics
   - Relevant sections of Yukon College Academic Regulations and Procedures
   - Agreements between Housing and partner agencies
   - College Calendar
   - College Student Information Handbook
   - Yukon Employment Standards Act
   - Yukon Occupational Health & Safety Act (relevant acts)
   - Collective Agreement between YCEU and College
   - ATTIP
   - Landlord Tenant Agreement Act
   - Human Rights legislation
   - Campus Housing Handbook
   - Safety practices and procedures

b) **Is the position responsible for interpreting, administering, or enforcing any of the above? If yes, explain.**
interpreting policies and procedures for staff, new and existing;
administering the correct policies and procedures;
interpreting policy and procedures for students.

2. a) Describe the kinds of recommendations the incumbent is regularly required to make and to whom:

Supervisor – organization of unit accounts, creating or changing administrative procedures, financial decisions, and policy matters.

Supervisor – suggestions for improved services, changes to office procedures and general administrative procedures.

Supervisor – suggestions for discipline related to non-payment of account.

Students/Occupants – advice on application process and procedures.

b) Who normally makes the final decisions with respect to those recommendations:

Supervisor

3. a) Describe the kinds of final decisions regularly made for which the incumbent is held accountable:

- Purchases within delegated limits and work task priorities;
- Management of third-party agreements;
- Final decision on negotiated third party agreements within delegated limits;
- The application of fees; late fees, Damage deposit deductions, and charges;
- Day to day work priorities;

b) What is the direct impact of those decisions?

- Accuracy of accounts, dependability of pay, smooth functioning of Campus Housing and effective assistance to staff and students.
- Accurate reporting on third party agreements.

C. Freedom to Act

1. Describe the way in which this position receives directions:

From Manager, although incumbent must demonstrate independence on day-to-day workload, including setting priorities. Position holds authority to make decisions on regular day to day functions including applications, payments, rules and charges. Receives direction through policies and procedures, department and unit goals and objectives along with the college strategic plan.

2. What legislation, regulations, procedures or established practices guide, constrain or limit the activities of this position:

B. 1 (a)

3. How is the work of the position normally checked?

Regular feedback from supervisor, smoothness of operations, accounts balance and clarity surrounding student interactions and formal, periodic evaluation. Regular feedback from students including student surveys twice a year.

4. What types of decisions are normally referred to the supervisor (give examples)?

Expenditures beyond delegated levels; all matters not covered by policy and procedure guidelines; work priority conflicts; unusual inquiries from the general public, students, or staff;
complaints.

D. **Financial Accountability**

1. **Program Dimensions:**
   a) **Annual Budget (for unit under the direct control of the position):**
   
   Fiscal year: $
   
   Annual Payroll: $
   
   O/M Budget (excluding payroll): $
   
   Capital Budget (excluding payroll): $
   
   Revenues: $
   
   Recoveries: $
   
   Who prepares the budget?
   Incumbent assists the Manager by providing financial information (see section Part II. A.2e). Manager completes budget for submission to Director.

   **What is this position’s accountability for budget once allocated?**
   Responsible for monthly monitoring of units financial statements, running and distributing financial reports, and for operating within budgetary guidelines; monitoring spending and alerting supervisor to potential problems.

   b) **Does this position have authority/ability to reallocate resources?**
   No

   c) **Signing authority levels: delegated spending authority (what section and for what amount)**
   Requisition for purchase within amount ($) approved under College policy and payroll in accordance with approved spending plans.

E. **Management Supervision of Human Resources**

1. **No supervisory duties.**

2. **Supervisory duties.**
   a. **Number of positions supervised directly:**
      Permanent – N/A
      Aux/Casual - N/A

   b. **Nature of supervision: (check any of the following supervisory tasks that are to be performed on a regular basis):**
      
      ___ a) show colleagues how to do tasks
      ___ b) train other employees in work procedures
      ___ c) assign work and review for quality/quantity
      ___ d) establish work priorities and schedules
      ___ e) change duties and responsibilities
      ___ f) participate with the supervisor in employees’ performance evaluations, or formally appraise employees’ work performance and discuss appraisal with them, making a final recommendation to advance or withhold merit increments
      ___ g) recommend appointment or rejection upon completion of probationary period
      ___ h) interview employees with attendance or performance problems
      ___ i) act as first formal step in the grievance procedure
interview candidates for vacant positions in the unit/ students?

__k) give option to supervisor on selection of new employees, or make final decision on
selection of new employees

__l) other

F. Key Personal Contacts

<table>
<thead>
<tr>
<th>Who (what position or group)</th>
<th>Purpose</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supervisor</td>
<td>Work assignment/advice consultation</td>
<td>Daily</td>
</tr>
<tr>
<td>Division personnel</td>
<td>Program/administrative support</td>
<td>Daily</td>
</tr>
<tr>
<td>Students</td>
<td>Support, communication, liaison</td>
<td>Daily</td>
</tr>
<tr>
<td>General Public</td>
<td>Information, making appointments</td>
<td>Daily</td>
</tr>
<tr>
<td>Other College Staff</td>
<td>Information</td>
<td>Daily</td>
</tr>
<tr>
<td>Administrative Services personnel</td>
<td>Communication and liaison</td>
<td>Daily</td>
</tr>
<tr>
<td>Admissions Office</td>
<td>Student information</td>
<td>Daily</td>
</tr>
<tr>
<td>Funding Agencies</td>
<td>Funding for Students</td>
<td>Weekly</td>
</tr>
<tr>
<td>External Partners</td>
<td>Admin/finance</td>
<td>Monthly</td>
</tr>
<tr>
<td>Other Colleges</td>
<td>Research</td>
<td>Monthly</td>
</tr>
<tr>
<td>Contractors</td>
<td>Manage maintenance and repair</td>
<td>Daily</td>
</tr>
<tr>
<td>YG</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

G. Tools, Equipment, or Machinery Used

<table>
<thead>
<tr>
<th>Name</th>
<th>Purpose</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer</td>
<td>Administrative Duties</td>
<td>25% Daily</td>
</tr>
<tr>
<td>- MS Word/Excel</td>
<td>Administrative Duties</td>
<td>25% Daily</td>
</tr>
<tr>
<td>- E-mail</td>
<td>Administrative Duties</td>
<td>25% Daily</td>
</tr>
<tr>
<td>- Banner</td>
<td>Administrative Duties</td>
<td>25% Daily</td>
</tr>
<tr>
<td>- Internet</td>
<td>Communications</td>
<td>5% Daily</td>
</tr>
<tr>
<td>Telephone</td>
<td>Communications</td>
<td>10% Daily</td>
</tr>
<tr>
<td>Photocopier /Scanner</td>
<td>Copying</td>
<td>2% Daily</td>
</tr>
<tr>
<td>Video-conferencing, teleconferencing</td>
<td>Meetings</td>
<td>5% monthly</td>
</tr>
</tbody>
</table>

H. Working Conditions

Describe any adverse conditions that are normal and expected on the job.

a) Describe weights lifted:

<table>
<thead>
<tr>
<th>Type</th>
<th>How heavy</th>
<th>Percentage of time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Equipment, materials &amp; supplies mail</td>
<td>Up to 10 kg.</td>
<td>5%</td>
</tr>
</tbody>
</table>

b) What working conditions (sitting, standing, bending, reaching) or types of physical effort (hiking, walking, driving) are required?

<table>
<thead>
<tr>
<th>Type</th>
<th>Percentage of time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standing</td>
<td>20%</td>
</tr>
<tr>
<td>Sitting</td>
<td>60%</td>
</tr>
<tr>
<td>Walking</td>
<td>10%</td>
</tr>
<tr>
<td>Operating tools &amp; equipment</td>
<td>5%</td>
</tr>
<tr>
<td>Lifting</td>
<td>5%</td>
</tr>
</tbody>
</table>

c) Describe any physical hazards present:
Type | Percentage of time
--- | ---
N/A

d) **Describe special physical conditions leading to discomfort:**

<table>
<thead>
<tr>
<th>Type</th>
<th>Percentage of time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nil</td>
<td></td>
</tr>
</tbody>
</table>

e) **Interpersonal Conditions**
Check any of the following conditions which are normal and expected in the job and give examples:

- [ ] high level of dissatisfied clients
- [ ] high level of emotional clients eg. Students having financial or personal problems
- [ ] potential physical abuse from clients
- [x] regular critical deadlines - e.g. payroll deadlines, course deadlines
- [x] high level of irregular critical deadlines
- [x] constant interruptions - central administrative area for division, telephone and walk-in clients
- [x] instructions from more than one source - e.g., provides administrative services to many

f) **Travel Required**

once per year

I. **Organizational Chart**

```
Colleen Wirth
Director, Student Infrastructure and Support

Andrea Clark
Campus Housing Manager

Nick Haskins
Campus Housing Mentor

Michelle Mbuto
Campus Housing Mentor

Andy Talsma
Campus Housing Custodian

John Neilsen
Campus Housing Custodian

Andrzej Jablonski
Maintenance Custodian
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I confirm that this describes the duties and responsibilities I require of an incumbent in this position and have reviewed the description with the incumbent (where applicable).

I have read the foregoing position description and understand that it is a general description of the duties and responsibilities assigned to the position I occupy.

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Dean/Director or Designate  Incumbent

Date: ........................................ Date: ........................................

PART IV - QUALIFICATIONS

To be completed by the Dean/Director or designate

A. Minimum Knowledge, Skills, and Abilities

- Good knowledge of office practices and procedures
- Strong knowledge of basic bookkeeping practices
- Strong knowledge of budgeting skills
- Broad range of administrative skills
- Ability to coordinate administrative and financial processes, methods and procedures
- Ability to use appropriate technologies – including MS Office software excel is essential
- Ability to effectively analyze, organize and report information generated from multiple sources and systems
- Ability to provide exceptional customer service
- Ability to defuse tense or unpleasant situation by skilful communication and interaction
- Excellent clerical skills with a high degree of accuracy
- Proven ability to handle a high volume of email and phone correspondence on a daily basis
- Ability to prioritize and plan workload often under pressure of deadlines and interruptions in a busy environment
- Ability to communicate effectively (both orally and in writing)
- Demonstrate creativity and initiative in problem solving
- Ability to work in a diverse and busy team environment
- Work effectively in a dynamic, team-based, multi-cultural environment.
- Plan and organize multiple concurrent tasks and projects, prioritize requests from multiple sources, manage time and meet deadlines
- Liaise effectively between academic and administrative departments
- Analyze and solve problems systematically, creatively, and/or proactively.
- Communicate effectively - both orally and in writing – in a multi-cultural, multi-location environment.
- Ability to assess situations/needs quickly and act professionally in these situations by assisting or directing students/clients to appropriate resources.
- Exceptional customer service abilities
- Take initiative and work independently
- Ability to work under pressure
- Ability to maintain confidentiality
- Take direction and be flexible and adaptable to changing work demands.
- Effectively deal with unforeseen circumstances, ambiguity and stress.
- Ability to assess situations and needs quickly and act professionally in these situations
- Experience working with multi-cultural populations

B. Licenses, Certificates Required - Give title and section of any legislation, regulations, or other authority where applicable.
- Completion of related post-secondary education

C. Other skills and/or knowledge which may be desirable, but not necessarily essential to the performance of the position's duties.

- Knowledge of post-secondary dynamics inclusive of academic regulations and procedures.
- Specific knowledge of the Banner Digital Campus™ system

PART V – COLLEGE SIGNOFF

Comments: I approve this position description as being representative of the work I require to be performed and that the responsibility levels identified have been delegated to this position.

.................................................  ..........................................................
Director, Human Resources Services    College President/Vice President

Date: ........................................ Date: ........................................

FOR HUMAN RESOURCE SERVICES USE ONLY:

<table>
<thead>
<tr>
<th>Evaluation Point Results:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Knowledge and Skills:</td>
<td>106</td>
</tr>
<tr>
<td>Accountability:</td>
<td>35</td>
</tr>
<tr>
<td>Mental Demands:</td>
<td>26</td>
</tr>
<tr>
<td>Working Conditions:</td>
<td>0</td>
</tr>
<tr>
<td>Total Points:</td>
<td>167</td>
</tr>
<tr>
<td>Pay Level:</td>
<td>6</td>
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</table>