

## **Residence Student Assistant (RSA) - Job Post 2025**

**Job Title:** Residence Student Assistant (RSA)

**Department:** UNB Fredericton Residence

**Job Summary:** UNB Fredericton Residence is seeking dedicated and service-oriented individuals to join our team as Residence Student Assistants (RSAs). This role combines the responsibilities of supporting Residence Summer Operations. The RSA plays a key role in ensuring smooth daily operations, delivering exceptional guest and student services, and fostering a positive and welcoming environment within residence buildings.

### **Responsibilities**

#### **1) Administrative Support:**

- Assist with and conduct administrative duties such as paperwork, cataloging incoming mail, and preparing keys for students.
- Provide Receptionist coverage for vacation, absences, and lunch hours for Residence.
- Greet, respond to, and provide service to students, faculty, staff, and the public in a professional, courteous, and confidential manner.
- Prepare and distribute move-in/move-out lists.
- Take payments and provide invoices.
- Manage guest reservations and prepare accommodation schedules.
- Prepare and distribute move-in/move-out lists for summer accommodation guests.
- Conduct key inventories at the beginning of summer and regularly throughout.
- Address student concerns, facilitate room changes, and escalate serious matters when necessary.
- Ensure professional, friendly, and culturally sensitive student experience.
- Assist with Residence check-in/move-in day.
- Ensure the front desk area remains organized and welcoming.

## **2) Summer Accommodation Support:**

- Act as a primary point of contact for summer accommodation guests, managing check-ins, check-outs, and processing payments.
- Provide information about campus facilities, local attractions, and hotel policies.
- Address guest concerns, facilitate room changes, and escalate serious matters when necessary.
- Support hotel-style operations for summer accommodation, including processing guest payments and preparing invoices.
- Ensure smooth guest experiences during conferences and summer events.
- Coordinate with Housekeeping staff to prepare rooms with required supplies.

## **3) Team Collaboration:**

- Collaborate with the facilities team to ensure rooms are clean and prepared for the next booking.
- Work closely with Housekeeping and Maintenance staff to address student needs promptly.

## **Qualifications & Skills:**

- Applicants must have lived in a UNB Residence.
- Strong customer service skills with a focus on creating positive guest and student experiences.
- Effective communication skills, both written and verbal.
- Proficiency with Microsoft Office Suite; experience with reservation systems (Kx software) is an asset.
- Familiarity with Canva, social media, and marketing is preferred.
- Ability to problem solve and multitask in a fast-paced environment.
- Previous experience in hospitality, customer service, or team leadership is preferred.

**Remuneration:**

Hourly Wage: \$16.05 per hour. Residence Student Assistants will receive single residence room for the summer as part of remuneration. This is a taxable benefit.

**Work Schedule:**

- Work full-time hours (36.25 hours/week) from April 26th until the first day of classes. There may be opportunities to extend into part-time work for the 2025-2026 academic year.
- Rotational shifts, including evenings and weekends.

**How to Apply:**

Submit a cover letter and resume to the Residence Administration Building reception desk, located at 20 Bailey Drive, UNB Fredericton or by email at [residence@unb.ca](mailto:residence@unb.ca) by **NOON** on **March 21<sup>st</sup>, 2025**. Applications should be addressed to Residence referencing "Residence Student Assistant."

Please provide three reference names, accompanied by an e-mail address and phone number for each. At least one reference should be a leader from the UNB community.

***Late applications will not be accepted.***