



Enrichment Studies Unit (ESU) at Queen's University



Position: Operations Coordinator (“Blue Shirt”)

JOB SUMMARY

Reporting to the Program Coordinator, the Operations Coordinator is responsible for overseeing all day-to-day aspects of ESU programs and participates in the development and facilitation of training. The Operations Coordinator oversees all student staff and plays a key role in the effective planning and delivery of ESU programs. The Operations Coordinator focuses on the human element of the program and develops and implements strategies to resolve issues in a timely manner while dealing with a variety of personalities. The Operations Coordinator is the first point of contact for student staff, parents, and School Board/Teacher representatives and will handle conflicts as they arise.

The Operations Coordinator will be the primary liaison with Board representatives, and will plan and deliver activities that enhance their experience. The Operations Coordinator, in collaboration with the Program Coordinator, plans and leads daily staff meetings. This position is reactive and responsive in nature and requires strong communication and organization skills and the ability to prioritize tasks. The Operations Coordinator provides support for all Coordinators and will take on tasks to help when needed, recognizing when to delegate duties.

KEY RESPONSIBILITIES

- Facilitate open communication between office and staff
- Model and encourage positive student behaviour, including fair-play in sports and activities, cleanliness in the dining halls, and peace and privacy in residence.
- Monitor, collaborate, and share information with coordinating team and Program Coordinator to ensure the safety, well-being and happiness of the students
- Provide leadership and support to all students and board supervisors
- Model and encourage positive student behaviour, including fair-play in sports and activities, cleanliness in the dining halls, residence common space, and peace and privacy in residence.
- Provide first response and problem solving skills to issues as they arise
- Adhere to the Code of Conduct as outlined by Enrichment Studies
- Review and enforce the code of conduct, boundaries and fire alarms with staff and students

- Provide assistance to all Coordinating team members as required; attend, supervise and provide guidance at activities and events
- Monitor master lists and stay informed of room changes, illnesses, and early or late departures
- Track room and key changes during registration and check out
- Greet school board supervisors when they arrive and distribute packages
- Assign staff to track allocations each week while being mindful of the distance to travel
- Prepare, distribute and collect track signs, lists and student supervisor binders; prepare and coordinate the morning grid
- Schedule arrival duties, building sweeps, extra duties and free time each week
- Schedule appropriate on duty, on standby, on call tome for each staff member
- Supervise Wing Supervisors
- Ensures student staff is well taken care of and get down time
- Collaborate with the coordinating team to ensure smooth operation of daily activities
- Participate in the development and facilitation of staff training staff
- Mediate disputes with staff, students, and Board representatives
- Lead daily meetings with Board representatives and staff members
- Supervise meals
- Prepare written incident reports as necessary
- Facilitate community development among staff
- Notify ESU staff immediately of urgent or unusual occurrences
- And other duties as assigned to ensure the success of the program week

REQUIRED QUALIFICATIONS

- Current enrollment as a student at Queen's University
- Past work experience with the Enrichment Studies Unit
- Be on-site 24/hours a day
- Current WSIB approved Standard First Aid Training and CPR Level C
- Experience dealing with the public in a professional manner
- Ability to work effectively with little supervision
- Ability to take initiative, be creative, and foster innovation
- Ability and willingness to lift and deliver heavy supplies
- Satisfactory submission of a Canadian Police Information Check (CPIC) and Vulnerable Sector Check (completed in the last 2 years)
- Maintenance of a clean CPIC and Vulnerable Sector Check for the duration of employment in this role at Queen’s University

SPECIAL SKILLS

- Strong communication skills with diverse groups of people of all ages and backgrounds
- Ability to tactfully handle sensitive situations while maintaining confidentiality
- Organization and time management skills are essential for success in this position
- Flexible and adaptable
- Strong leadership skills
- Enthusiastic and welcoming
- Experience working with youth

DECISION MAKING

- Able to decide when to escalate a situation to the Program Coordinator or Manager
- Able to make decisions to ensure the safety, well-being, and happiness of students
- Able to decide when a situation requires basic first aid or professional medical attention
- Able to make decisions to ensure that program activities and operations reflect the standards of ESU

Queen's University will provide support in its recruitment processes to applicants with disabilities, including accommodation that takes into account an applicant's accessibility needs. If you require accommodation during the interview process, please contact the Manager (Human Resources & Administration) Housing & Hospitality Services by email at resadmin@queensu.ca or by phone at (613) 533-2529.