

Queen's University

Enrichment Studies Unit (Queen's ESU)



Queen's ESU has been providing academic and university experience programs for elementary and secondary school students for over 30 years. Undergraduate students from Queen's University play a critical role in the delivery of our programs. The importance of your contribution is only matched by the unique and exciting experience you will gain from working alongside like-minded Queen's Students.

Position:

Logistics Coordinator ("Blue Shirt")

During scheduled programming, **Logistics Coordinators** are required to be available to lead programming and provide supervision to participants 24-hours (daytime, evenings and overnight) on a rotating *on-duty / on-call / on-standby* schedule.

Job Description

Reporting to the Program Coordinator, the Logistics Coordinator works collectively to ensure the smooth running of the program. This includes organizing tasks, administrative work, and assisting with the set-up of extra-curricular activities. As the first point of contact, the Logistics Coordinator runs and maintains the central information desk that is available throughout the program, providing information and guidance to all staff, student participants, and Board supervisors.

KEY RESPONSIBILITIES

- Enthusiastically respond to inquiries from all program participants and provide accurate and timely information about all aspects of the program, the residence, Queen's University, virtual spaces, and Kingston in general.
- Take a lead role in the event of an emergency, ensuring the well-being of all students and assisting emergency officials as directed.
- Model and encourage positive student behaviour, including fair-play in sports and activities, cleanliness in the dining halls, peace and privacy in residence, and decorum and best practices in virtual settings.
- Collaborate with the Activities Coordinating team to create and produce the Welcome Rally presentation (i.e. welcome skit).

- Provide support to the Activities Coordinating team during the program as needed (i.e. activity set-up, monitoring, etc.).
- Communicate the fire escape and other relevant safety plans for residence, the cafeteria, activity locations, and other virtual settings.
- Administrative duties as required.

Residence Programs:

- Track illnesses and early/late departures at the desk and collect parental notes.
- Set-up, operate and maintain the central information desk, including tuck shop and snack shack, ensuring the area including residence lobby is kept tidy and professionally maintained.
- Create signage, welcome notes for all school representative and students, and prepare residence for participants.
- Manage the equipment sign out sheets and lost and found.
- Collect and track keys on the last day of the program and return to residence front desk.
- Assist with luggage during check in and check out and ensure all items are removed from rooms at the end of the program.
- Operate the Commuter check-in desk.

REQUIRED QUALIFICATIONS

- Current enrollment as a student at Queen's University
- Past work experience with youth-focused program or summer camp an asset
- Willing and able to be on-site 24 hours/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
- Satisfactory submission of a Canadian Police Information Check (CPIC) and Vulnerable Sector Check (completed in the last 6 months)
- 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, logistical planning and time management skills are essential for success in this position
- Experience using virtual conference applications (Zoom, MS Teams)
- Flexible and adaptable
- Strong leadership skills
- Enthusiastic and welcoming

DECISION MAKING

- Able to decide when a situation requires basic first aid or professional medical attention.
- Able to make decision to ensure the safety of students.
- Able to make decisions to ensure the students maintain the program schedule.
- Able to make decisions to ensure students' well-being and happiness.
- Able to decide when a situation requires intervention by Coordinators or ESU staff.

Queen's University will provide support in its recruitment processes to applicants with disabilities, including accommodation that considers an applicant's accessibility needs. If you require accommodation during the interview process, please contact the Enrichment Studies Unit office at esu@queensu.ca or by phone [\(613\) 533-3181](tel:6135333181).