

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:

Operations Coordinator ("Blue Shirt")

During scheduled programming, **Operations 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 Operations Coordinator is responsible for overseeing all day-to-day aspects of ESU programs and participates in the development and facilitation of staff 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 ESU administration and staff.

- Model and encourage positive student behaviour, including fair-play in sports and activities, cleanliness in the dining halls, peace and privacy in residence and common spaces, and decorum and best practices in virtual settings.
- 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.
- 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.
- Support coordinating team members as required; attend, supervise and provide guidance during activities and events.
- Monitor master lists and stay informed of arrivals, changes, illnesses, and early or late departures.
- Ensure student staff is well taken care of and gets down time.
- Prepare written incident reports as necessary.
- Facilitate community development among staff.
- Notify ESU staff immediately of urgent or unusual occurrences.
- Collaborate with the coordinating team to ensure smooth operation of daily activities.
- Participate in the development and facilitation of staff training.
- Mediate disputes with staff, students, and Board representatives.
- Lead daily meetings with Board representatives and staff members.
- Other duties as assigned to ensure the success of the program week.

Residence Programs

- Track room and key changes during registration and check out during residence programs.
- Greet school board supervisors when they arrive and distribute packages for residence programs.
- 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 time for each staff member.
- Supervise Wing Supervisors.
- Supervise participants during mealtime.

REQUIRED QUALIFICATIONS

- Current enrollment as a student at Queen's University

- Past work experience with youth-focused educational program or summer camp
- Be on-site 24/7 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 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 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
- 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 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).