



# UNIVERSITY OF TORONTO INNIS COLLEGE

## Summer Support Porter

Throughout the summer, the Innis Residence houses many students, young professionals, visiting scholars, and tourists seeking accommodation in downtown Toronto. Our Summer Residence Support Porters are an important part of ensuring that our guests have an enjoyable residence experience.

### Overview of Responsibilities

1. *On-Call Support* – Summer Support Porters participate in a rotating on-call schedule that involves responding to a variety of after-hours needs. This may include responding to summer guest concerns, facilities issues, and other timely matters, including last-minute front-desk shift coverage. During each on-call period, Support Porters are required to conduct a building walkthrough.
2. *Monitoring and Managing Access* – As part of the Front Desk porter team, staff are responsible for monitoring access to the residence, including identifying summer guests and directing visitors accordingly. They are also responsible for monitoring security and alarm systems and notifying Campus Safety or other appropriate personnel, as needed.
3. *Residence Services* – A variety of residence services are delivered at the front desk. As part of Front Desk staff team, Summer Support Porters are responsible for receiving, sorting, and distributing mail and parcels for summer guests, registering visitors, loaning out equipment, submitting IT or maintenance requests, signing out and replacing lost keys, and so on.
4. *Communication* – The front desk plays an integral role with respect to communication between summer guests, residence administration, and other stakeholders. As part of the Front Desk staff team, Summer Support Porters are responsible for receiving inquiries and providing accurate information to summer guests, staff, visitors, and the public. They are also responsible for maintaining an accurate and up-to-date information database and advising facilities and caretaking staff of issues.
5. *Residence Tours* – Support Porters provide professional and informative tours of the Innis Residence, ensuring information is up-to-date, and answer questions about Innis Residence, Innis College, and the University of Toronto.
6. *Administrative* – These responsibilities include attending training and regular meetings, documenting incidents and concerns, performing suite inspections, maintaining a log of front desk activities, receiving and forwarding telephone calls, summer project support, and other administrative functions/duties as assigned. Summer Support Porters have additional administrative responsibilities while working at the Residence Front Desk.

### Conditions of Employment

To be considered for this live-in opportunity, applicants must:

- Be able to fulfill the contract in its entirety.
- Attend and successfully complete the mandatory training program organized by Innis Residence
- Be able to legally work in Canada in this position, with valid work permit

- Possess a valid Social Insurance Number

## Qualifications

Applicants must demonstrate that they meet the following qualifications:

- Minimum of 1-year related experience in a residence environment, or an equivalent combination of education and experience.
- Demonstrated ability to work independently, take initiative, and achieve established goals.
- Demonstrated ability to organize work, establish priorities, and meet deadlines while negotiating unpredictable emergent needs. A high degree of flexibility and adaptability is required.
- Must be able to exercise good judgment, critical thinking, and problem-solving skills.
- Excellent interpersonal skills, initiative, and time management.
- Good understanding of campus and community resources.

## Commitments and Considerations

There are two Summer Support Porters that work as a team on a standard 2-week rotating schedule. One porter should expect to work 12 hours per week at the Front Desk. Since the Front Desk operates 24 hours per day, staff should expect to be scheduled for a combination of morning, afternoon, evening, and overnight work. During that same week, the second Porter will provide after-hours on-call support and residence tours. These hours of work may vary according to departmental need. The following week, the porters will switch responsibilities.

Many duties and responsibilities of a Summer Support Porter are responsive to on-call circumstances. Summer Support Porters are required to be on-call on a rotational basis. While on-call, Support Porters must be available to respond to in-person concerns and are permitted to be within a 10-minute radius of the building during this time. A schedule of mandatory attendance days, meetings, on-call shifts, and any accompanying timelines or deadlines, will be shared with as much notice as possible. Residence tours will occur at set times every week. Support Porters must be willing to show their suite and bedroom as a part of guided residence tours.

Support Porters will be provided with a private bedroom in a shared residence suite as a taxable benefit. The Support Porter will also be provided with a \$250 budget to decorate their rooms with U of T swag and other decorative items, which must be sent to residence administration for review, approval, and purchasing within the first month of their contract.

## Compensation

Summer Support Porters are paid \$23.53 / hour and residence accommodation during the Summer Term (taxable benefit). Part-time hours may be required in April.

Term of Employment: April 1, 2025 - August 24, 2025 (Live-in Term: May 2 – August 22, 2025)