"Schedule A"

Campus Living Centres Inc.
Job Description

Job Title: Manager

Classification: Group 1 (Perm F/T),

Property:

Location:

1. Reporting Relationships

Position Reports to: Front Office Manager, Operations Manager, General Manager

Positions Supervised: Customer Service Representative

Upward interactions: GM's, Directors

2. Position Summary and Job Magnitude

The Manager is responsible for complimenting the role of the Front Office Manager, Operations Manager and General Manager, by carrying out tasks to help ensure that all day-to-day operational procedures are performed.

3. Essential Functions and Basic Duties

- Oversee and supervise the operations of the front desk and CSR staff
- Establish a plan or routine for the night desk clerk and/or security
- Inspect and maintain the physical plant to the appropriate standards
- Complete administrative work as assigned
- Perform room inspections and develop ways to increase standards of service
- Help in the design of contracts and form letters
- Have the ability to step into the role of "Manager on Duty" form time to time.
- Assist in training and developing of staff
- Have excellent people skills and the ability to write effective letters
- Maintains a team atmosphere within the organization
- Help organizing the office to ensure all files and information are easily found
- Ensure that any conflicts are dealt with properly and immediately
- Perform accounting functions as assigned, including daily balancing and month end activities
- Have the ability to create and adapt to new ideas and changes
- Be flexible to work various hours, including weekend work, to cover the needs of the business
- Be adaptable to various management situations that may be considered stressful or difficult from time to time.

Health & Safety

- Requires employees work in the manner and with the protective devices, measures and procedures required by the OHSA, regulations and Campus Living Centres (e.g. wearing safety shoes, confining hair, jewelry or loose clothing around moving parts, etc).
- Ensures employees are advised of and trained on the existence of any potential or actual danger to their health or safety of which the supervisor is aware.
- Ensures every precaution reasonable in the circumstances is taken for the protection of an employee.
- Supports a safe work environment that is free from any violence or harassment.
- Reinforces and demonstrates a positive "health and safety" attitude and working climate and holds information sessions with staff on health and safety issues.
- Develops an effective working relationship with JHSC members and supports their role.
- Performs informal workplace inspections daily and formal workplace inspections quarterly, including staff observations.
- Makes every reasonable attempt to resolve any employee health and safety concerns.
- Conducts effective Incident Investigations and reviews all forms, ensuring these are discussed at management meetings.
- Corrects any substandard or unsafe acts or any unsafe conditions and informing superiors of concerns
- Ensures that a maintenance program for any equipment and machinery in the workplace is carried out.
- Implements emergency plans when necessary and ensures that employees have been properly trained to comply.
- Regularly evaluating employee performance and providing periodic feedback with respect to health and safety.

4. Performance Measurements

Performance will be primarily measured on the following factors:

- Performance Objectives
- Initiative
- Inter-Personal Skills
- Leadership
- Business & Financial Acumen
- Communications
- Self Development and Appraisal
- Health & Safety Responsibilities

5. Qualifications

Education:	Recognized College Diploma or University Degree
Skills/Abilities:	Must possess superior verbal and written communication skills Must possess superior attitude towards learning Must be able to handle multiple projects at once Must be able to provide leadership to staff
Experience Required:	Minimum of 1 year industry experience or equivalent management experience

6. Working Conditions

Hours per Week:	Scheduled 44 hours per week (may need to work more as required)
Indoor/Outdoor:	Indoor
Level of Interruption:	High level of interruption
Stress Level:	Moderate overall stress level (Peak stress levels in May and September)
Travel Outside of Location:	Minimal