

Now Hiring – Desk Services Job Opportunities

Summer 2019, Fall 2019 & Winter 2020

- Are you looking for a job in Guelph this Summer?
 - Are you looking for a part time job for the Fall & Winter Semesters?
 - Are you a "night" person? Can you work weekends?
 - Are you looking for shifts that will work around your class schedule?
- Maybe one of our positions is right for you!

The below student positions are those available through the department of Student Housing Services – Desk Services:

- Summer Crew (Summer 2019)
- Guest Table Staff (Fall 2019 & Winter 2020)
- Student Desk Clerk (Fall 2019 & Winter 2020)

Please see the corresponding job descriptions below.

If you are interested in applying to any of these positions, please fill out an Application Form via the link below. A résumé and cover letter are also required which you will submit through the Application Form. Please note we also require applicants to secure one reference (a previous employer), who is responsible for submitting a Reference Form on behalf of the applicant. The Reference Form link is below. The submission deadline for Application Forms and Reference Forms is **Wednesday February 13th at 11:59pm.**

- Application Form (to be filled out by applicant) – https://uoguelph.eu.qualtrics.com/jfe/form/SV_5jNhtRsRmxkKvLD
- Reference Form (to be filled out by reference) – https://uoguelph.eu.qualtrics.com/jfe/form/SV_9NTQNEOCRfSdx3L

If you have any questions regarding the positions, please contact Taylor McCracken, Desk Services Assistant Manager, and Joanne Mead, Desk Services Manager, at deskschd@uoguelph.ca.

SUMMER 2019 -- Desk Services Job Opportunity:

Position Title: Summer Crew

Reports To: Taylor McCracken, Desk Services Assistant Manager

Department: Student Housing Services – Desk Services

Employment Dates: Tuesday April 23rd 2019 – Saturday August 31st 2019

Position Summary:

The Summer Crew positions begin immediately after the residence students check-out in April, and continue up until the new residence students check-in at the end of August. The Summer operation runs 24 hours and 7 days a week, meaning the Summer Crew are required to work a variety of shifts (days, afternoons, evenings, and midnights). The shift schedule is dependent on the needs of the Summer Conference and Hostel operations; however most shifts will follow an 8:30am-4:30pm day schedule. On occasion the Summer Crew may be required to be “on-call” for the Summer Desk if emergency staffing is required for the midnight shift. The Summer Crew usually work between 30-35 hours a week; all based on operational needs. Hours will be less if hired on as part-time. The Summer Crew are operational on statutory holidays.

This position is primarily customer service oriented. The Summer Crew provides services and information to the summer semester students in residence, parents, conference delegates, hostel guests, visitors and University staff. The Summer Crew will be trained to work on the Summer Desk, to service conference and hostel guest rooms, and to conduct certain residence facilities tasks.

Essential Functions:

Summer Desk Operations: *Responsibilities include:* booking hostel and conference reservations into the conference programming software; checking in, completing room changes, and checking out conference and hostel guests; taking accommodation payments; cash reconciliation and interact deposits; signing out spare keys and other desk equipment; directing incoming calls to guests or staff on-campus; sorting and distributing mail; submitting work orders.

Room Servicing and Facilities Tasks: *Responsibilities include:* preparing residence rooms for incoming summer semester students, conference and hostel guests; making the beds, providing fresh towels and disposing garbage from residence rooms; lifting and transporting bundles of linen and towels of about 25 pounds, and be on foot for prolonged periods of time; maintaining an inventory of linen supplies; posting washroom signs and other informational signage and stickers across the residences; stripping and painting the bulletin boards in all residences; cleaning the Village units that are used for guests; preparing residence rooms for incoming fall semester students.

Please note that depending on operational needs and the size of the Summer Crew this year, tasks may be assigned more frequently to certain crew. There might be some crew who work 85% of the time on the desk, whereas other crew may work 85% on room servicing and

facilities tasks. We are also hoping to have certain crew dedicated to organizing the linen storage rooms and transporting the linen to and from Athletics for laundering.

The responsibilities listed above are not exclusive duties of the Summer Crew; they will be required to follow any other instructions and perform any other related duties as specified by the Desk Services Assistant Manager or their designate.

Qualifications and Skills:

Strong communication skills, teamwork skills, and experience in customer service are required. Summer Crew applicants must have a valid Ontario "FULL" G Driver's License to be eligible. Knowledge of the University campus, University website and Student Housing Services website is essential to this position. Student staff must be knowledgeable of the University's and the City of Guelph's resources available to students and guests. Student staff must be proficient in using MS Word, Excel, Outlook email and calendar.

Fall 2019 & Winter 2020 -- Desk Services Job Opportunity:

Position Title: Guest Table Staff

Reports To: Joanne Mead, Desk Services Manager

Department: Student Housing Services

Employment Dates: Sunday August 25th 2019 – Tuesday April 21st 2020

Position Summary:

The Guest Table Staff work during the Fall and Winter Semesters; shifts are on Friday and Saturday nights (10pm - 3am). They may be asked to start earlier or work later to accommodate high traffic in residence or special events. The staff are stationed at the main entrances of the residence buildings to provide an after-hours location for students to sign in their guests. This position is primarily customer service oriented.

Essential Functions:

Responsibilities include: issuing Guest Passes to students, verifying student and guest identification, assisting on the Residence Desks during staff shortages or high traffic times such as check-in and check-out.

The responsibilities listed above are not exclusive duties of the Guest Tables Staff; they will be required to follow other related duties as specified by the Desk Services Manager or their designate.

Qualifications and Skills:

Strong communication skills, teamwork skills, and experience in customer service is required. The ability to work late night shifts on Fridays and Saturdays (10pm - 3am) is also required. Knowledge of the University campus, University website and Student Housing Services website is essential to this position. Student staff must be knowledgeable of the University's and the City of Guelph's resources available to students and guests. Student staff must be proficient in using MS Word, Excel, Outlook email and calendar.

Fall 2019 & Winter 2020 -- Desk Services Job Opportunity:

Position Title: Student Desk Clerk

Reports To: Taylor McCracken, Desk Services Assistant Manager

Department: Student Housing Services – Desk Services

Employment Dates: Monday August 19th 2019 – Tuesday April 21st 2020

Position Summary:

This is a part-time position 24 hours a week maximum, during the Fall and Winter Semesters. The desk operation runs 24 hours and 7 days a week, meaning the Student Desk Clerks are required to work a variety of shifts (days, afternoons, evenings, and midnights). There is a contract expectation of the Student Desk Clerks to pick up a minimum of 3 shifts per month, as well as work their Regular Shifts. Please note, a “Regular Shift” is a choice and a student may choose not to have one. Each Student Desk Clerk will be scheduled for 2 midnight shifts each semester if necessary due to scheduling needs, and will be required to pick up a minimum of 2 additional midnight shifts if necessary due to scheduling. Please note a midnight shift can fall between the hours of 12am-8am. Student Desk Clerks will be required to attend a week-long training schedule in mid to late August and a one day training session in early January. The desks are operational during Reading Week and on statutory holidays and Student Desk Clerks will be expected to work if scheduled. The role of the Student Desk Clerk is to augment the staffing levels at the desks.

This position is primarily customer service oriented. The Student Desk Clerks provide services and information to the student population, parents, visitors and University staff.

Essential Functions:

Responsibilities include: checking in, completing transfers, and checking out residence students; signing out spare keys, lounges and student equipment; directing incoming calls to students or staff on-campus; dispatching Residence Life On-Call staff; sorting and distributing mail; submitting work orders; opening and closing the desks; signing in and out other staff equipment such as Residence Assistant packs and Guest Tables Staff equipment; monitoring the virtual desk initiative after-hours; implementing fire watch, safe space, and other emergency procedures if necessary; recording any essential information in the desk communication book and email shift reports; and preserving the confidentiality of personal information of the residence students and staff.

The responsibilities listed above are not exclusive duties of the Student Desk Clerks; they will be required to follow any other instructions and perform any other related duties as specified by the Desk Services Assistant Manager or their designate.

Qualifications and Skills:

Strong communication skills, teamwork skills, and experience in customer service is required. Must be able to work a variety of shifts including – weekends, midnights, evenings, and days.

Knowledge of the University campus, University website and Student Housing Services website is essential to this position. Student staff must be knowledgeable of the University's and the City of Guelph's resources available to students and guests. Student staff must be proficient in using MS Word, Excel, Outlook email and calendar.