Fall 2020 & Winter 2021 -- Desk Services Job Opportunity

GUEST TABLE STAFF

Position Title: Guest Table Staff
Positions Available: 30
Reports To: Joanne Mead, Desk Services Manager
Department: Student Housing Services
Employment Dates: Saturday August 29th 2020 – Tuesday April 27th 2021

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 Guest Table Staff by contract are scheduled during no-Guest periods to assist in educating the students on the Student Housing Guest Policy. Staff will be scheduled to work during Orientation Week, Homecoming, Halloween and St. Patrick’s Day.

Guest Table Staff will be required to attend a week-long training scheduled in late August and a one day training session in early January.

This position is primarily customer service oriented. The Guest Table Staff are stationed at the main entrances of the residence buildings to provide an after-hours location for students to sign in their guests.

Essential Functions:
Responsibilities include: Assisting in educating the residence students on Student Housing Services Guest Policy, 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.