SUMMER 2020 -- Desk Services Job Opportunity

SUMMER CREW

Position Title: Summer Crew
Positions Available: 20
Reports To: Taylor McCracken, Desk Services Assistant Manager
Department: Student Housing Services – Desk Services
Employment Dates: Tuesday April 21st 2020 – Saturday September 5th 2020

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 on Labour Day Weekend. 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.

The Summer Crew will assist with our Bag & Tag afternoon at the end of April on check-out day; built into the crew’s training program that week.

Essential Functions:
(Main Responsibilities) 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 due to the amount of linen being transported, this position can be physically demanding.
**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.

*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.*

*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.