SUMMER 2020 -- Desk Services Job Opportunity

SUMMER STUDENT DESK CLERK

**Position Title:** Summer Student Desk Clerk  
**Positions Available:** 4  
**Reports To:** Joanne Mead, Desk Services Manager  
**Department:** Student Housing Services – Desk Services  
**Employment Dates:** Tuesday April 21st 2020 – Saturday September 5th 2020

**Position Summary:**  
The Summer Student Desk Clerk 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. These staff will be 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 operation. The Summer Student Desk Clerks will 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 Desk(s) are operational on statutory holidays, and Student staff will be scheduled to work on these days.

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

**Essential Functions:**  
(Main Responsibilities) 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.

(Trained for following 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.
The responsibilities listed above are not exclusive duties of the Summer Student Desk Clerks; they will be required to follow any other instructions and perform any 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 are required. Summer Student Desk Clerk 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.