**Job Title:** Guest Registration & Door Staff (GRDS) Member

**Department:** Student Housing Services

**Location:** The University of Guelph

**Reports to:** GRDS Team Leaders + GRDS Student Manager + Residence Behaviour Assistant Manager

**Dates:** Sunday August 25th 2024 to Friday April 25th 2025

**Typical Shift Hours:** 10 p.m. to 3 a.m. Friday and Saturday nights; avg. 10 hrs/week

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**Key Responsibilities:**

*Training:*

● Attend training sessions as scheduled by management.

● Complete online training modules and other training materials by the date set by management.

*In Between and During Shifts:*

● Thoroughly read email and Teams communications and confirm Outlook calendar invites

sent by GRDS management in preparation for upcoming shift(s).

● Attend shifts in a clean and complete uniform.

● Collaborate closely with 1-3 coworkers each shift to achieve friendly and efficient

customer service and communicate effectively with GRDS management.

● Check-in and out of shifts at one of the 3 Residence Desks, as indicated by the shift

location provided by the GRDS Student Manager, before 9:55 p.m. and after 2:55 a.m.

● Collect/return GRDS laptop bag(s), keys, and phone from the Residence Desk and other

GRDS equipment from a designated storage room for that specified location.

● Set up all equipment and software and complete the phone check between 10 - 11 p.m.

● Complete thorough status reports three times a shift: 1st between 10 - 11 p.m., 2nd

between 12 - 1 a.m., 3rd between 2:45 - 2:55 a.m.

● Check the IDs of every individual entering the residence building, registering guests or

denying entry when applicable as dictated by guest policy stages.

● Track the number of student entries and guest registrations completed throughout the

shift and report those numbers in each status report.

● Reach out to GRDS management if equipment malfunctions or materials need to be

replenished.

● Reach out to RAs, GRDS Team Leaders, CSO, FRT, etc., in an emergency and connect

students with necessary individuals.

● Complete and submit incident reports to the GRDS Student Manager when necessary.

● Pack up/move GRDS equipment in the event of a fire alarm, notify GRDS Team Leaders

of the fire alarm, and collaborate with RAs to check keys when re-entering after a fire

alarm.

● Educate students and guests on the guest registration process, the student housing

portal, the guest policy stages, and the resources available in residence or on campus.

● Answer GRDS phone in a professional and timely manner.

● Collect taxi chit from GRDS management throughout or at the end of the shift, ensuring

everyone included on the chit is picked up before leaving the residence/campus, as

instructed by GRDS Team Leaders.

● Send monthly availability to the GRDS Student Manager when requested.

● Complete and send accurate timesheets to the GRDS Student Manager when

requested.

● Communicate clearly and promptly with GRDS management in case of a shift/task

complication or any questions/concerns.