

Fall 2022 & Winter 2023 -- Desk Services Job Opportunity:

Position Title: Fall & Winter Student Desk Clerk

Reports To: Taylor McCracken, Desk Services Assistant Manager

Department: Student Housing Services – Desk Services

Employment Dates: Tuesday October 25th 2022 – Wednesday April 26th 2023

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, weekends, and midnights). There is a contract expectation of the Student Desk Clerks to pick up a minimum of three shifts per month, as well as work their Regular Shifts (assigned shifts that rotate on a bi-weekly schedule between the Check-In and Check-Out periods). Each Student Desk Clerk will be scheduled for four midnight shifts each semester if necessary due to scheduling needs, and will be required to pick up a minimum of two additional midnight shifts if necessary due to scheduling. Please note a midnight shift can fall between the hours of 12am-8am. In addition, each Student Desk Clerk will be required to work one 10pm-2am East closing shift a term. Student Desk Clerks will also be required to work a minimum of two of the following special occasions/weekends – Homecoming, Halloween, and St Patrick's Day. Student Desk Clerks work at all three of our residence desks, not just one in particular. 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. This is a great position for anyone wanting administrative experience and for those who want to build on already developed team work, communication, customer service and problem solving skills.

Essential Functions:

Responsibilities include: checking in, completing transfers, and checking out residence students; signing out spare keys, lounges and 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 Registration & Door 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, days, and statutory holidays. 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. Must be able to react quickly and demonstrate problem solving skills during challenging situations (i.e. calling in appropriate services and staff when there is a crisis situation while on shift). Student staff must be proficient in using MS Word, Excel, Outlook email and calendar.

If you are interested in applying to this position, 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. Applications without a corresponding reference will not be considered. The submission deadline for Application Forms and Reference Forms is **Sunday October 2nd at 11:59pm.**

- Application Form (to be filled out by applicant) – https://uoguelph.eu.qualtrics.com/jfe/form/SV_8cgCJkaLItahKWG
- Reference Form (to be filled out by reference) – https://uoguelph.eu.qualtrics.com/jfe/form/SV_b15lxfCwh0tc5X8

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.