CLIENT SERVICE REPRESENTATIVE (CSR)
POSITION DESCRIPTION

JOB DETAILS

Term Posted: Fall 2022-Winter 2023
Job Type: Part Time
Application Deadline: June 14th, 2022 11:59 PM
Application Method: Email: ResidenceDeskHiring@cunet.carleton.ca

JOB POSTING INFORMATION

Job Type: Part Time (Approximately 10-20 hours)

The Residence Reception Desk operates 24/7 with the exception of Reading Weeks and the December University closure.

We schedule varying shifts between 7 am-11 pm and overnight shifts from 11 pm-7 am. Please note that CSRs are not typically scheduled for more than one overnight shift per week.

Client Service Representatives must be available to work:

- One overnight shift Sunday-Thursday
- One overnight shift Friday-Saturday
- Fall or Winter reading week
- Thanksgiving or Easter long weekend
- December 22nd-24th or January 4th-8th

Start Date: August 22nd, 2022
End Date: April 30th, 2023

Start Date Comments: Mandatory training will take place Monday-Friday, 9 am-4 pm, August 22nd-26th. You must be able to attend all training dates in order to be eligible for a position, without exceptions. Due to staff training and operational needs, time off requests will not be permitted from August 22nd - October 1st and for the month of January. All applicants must be available to work September 1st-4th for move in weekend. Time off requests exceeding one week (7 days) cannot be accommodated due to the 24/7 nature of the operation.

Candidates for this position must be registered Carleton University students in good standing for the 2022/2023 academic year.

Position Title: Client Service Representative
Number of Positions: 25
Salary: $16.50 ($17 for returning)
Location of Work: Residence Reception Desk, Carleton University (Ottawa, ON)
Please note, this position requires excellent time management, organizational skills, and a commitment to fostering a positive, engaged team environment in line with curricular goals. CSRs are expected to give the responsibilities of this position priority over other activities, except those which pertain to formal study and course requirements.

Job Description

Working in a team environment, Client Service Representatives (CSRs) are the first point of contact for the Carleton Residence community and the general public. The primary function of the Residence Reception Desk is to provide information and support to students and visitors regarding all aspects of Carleton University Residence and the broader campus while exceeding Service Excellence Standards. In addition, Client Service Representatives are dedicated to promoting a positive learning and living environment for all Carleton students.

We welcome those who would contribute to the further diversification of our University including, but not limited to: women; visible minorities; First Nations, Inuit and Métis peoples; persons with disabilities; and persons of any sexual orientation or gender identity and expressions.

Primary Duties Performed

- Respond to inquiries in person, by phone, and by email related to all aspects of Residence using available resources such as the Housing & Residence Life Services Website.
- Assistant students with Residence maintenance work orders and inquiries.
- Assist Contractors and maintenance staff with Residence access.
- Assist students with Residence lockouts, lost keys and access to buildings/rooms using eRezLife Residence software.
- Connect students with on-call Residence Life team where applicable.
- Sign items in and out using eRezLife Residence software.
- Educate the community on Residence Standards, policies, and community guidelines.
- Assist with all aspects of preparation for move-in and move-out of Residence students.
- Complete Top-Up transactions on student Campus Cards.
- Maintain accurate and detailed daily logs, including the University Lost and Found Database.
- Effectively assess and document feedback/concerns that are reported to the Desk and forward them to the appropriate departments/individuals as necessary.
- Work with campus partners to assist Residence students wherever possible.
- Assist with mailroom using the TZ digital locker system, including processing packages and letter mail, and placing mail in its appropriate location.
- As a team, maintain cleanliness of front desk, kitchen/break room, and mailroom.
- Participate in four ongoing training sessions focused on curricular learning goals, including completing assessments on your learning.
- Attend and contribute to monthly team meetings.
- Other duties as assigned.

Educational Priority
Living in residence at Carleton University will develop leaders who belong and meaningfully contribute to their communities.

**Learning Goals**

- Personal Development
- Strengthening Equity, Diversity and Inclusion
- Strengthening Indigenous Awareness
- Community Engagement

**Qualifications**

- A high level of professionalism with a strong understanding of Service Excellence Standards
- Administrative ability, including organization, communication, problem-solving, teamwork, and attention to detail
- A strong ability to manage time, remain calm under pressure, and be a good example to others during difficult and busy periods
- Some experience using Microsoft Office Software, e.g. Outlook, Word, Excel, MS Teams
- Good judgement and ability to communicate decisions, including escalating situations when needed
- Demonstrated experience in providing instructions and communicating with a variety of people
- Demonstrated experience documenting information, answering phone calls, responding to emails, and processing financial transactions
- Applicants are not required to live on campus to fulfill this role

**APPLICATION INFORMATION**

Application Deadline: June 14th, 2022 at 11:59 PM  
Preferred Response Method: Email  
Send to: ResidenceDeskHiring@cunet.carleton.ca  
Attention of: Hannah Shapiro – Coordinator; Hiring, Training, and Assessment

**Application Instructions**

To apply to this position, please fill out the following form: [https://forms.gle/c73krXsK6J1YtqtM6](https://forms.gle/c73krXsK6J1YtqtM6) and email your resume to ResidenceDeskHiring@cunet.carleton.ca.

Your application form will ask for the names and contact information of two references. Please note that your references will only be contacted after your interview if you are selected to move ahead to the interview portion. Your resume and application must clearly demonstrate how you meet the requirements for this position. When submitting your application, please use the subject line: **2022-2023 Job Posting.**

**ADDITIONAL INFORMATION**
Please note that interviews will be held virtually. Successful candidates will be required to provide a police record vulnerable sector check issued within the last 12 months.

If you require some form of accommodation to participate in the selection process, please contact ResidenceDeskHiring@cunet.carleton.ca as soon as possible to discuss your requirements. Arrangements will be made to accommodate your request in a timely manner. Employment opportunities will not be denied to anyone because of the need to make reasonable accommodations.

Duration: 8 months