TEAM LEAD, CLIENT SERVICES
POSITION DESCRIPTION

JOB DETAILS

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

JOB POSTING INFORMATION

Job Type: Part Time (Approximately 15-20 hours)

The Residence Reception Desk operates 24/7 with the exception of Reading Weeks and the December University closure. The Residence Desk is open during Reading Weeks and statutory holidays at reduced hours.

Team Lead shifts are primarily scheduled during evenings and weekends, but weekday hours may be scheduled from time to time. Team Leads may be required to cover overnight shifts on occasion. Please consider this when building your class timetable. Team Leads must be available for one of:

- Fall or Winter reading week
- Thanksgiving or Easter long weekend
- December 22nd-24th or January 4th-8th

Start Date: Early August 2022, TBD
End Date: April 30th, 2023

Start Date Comments: Team Lead training will take place sometime between August 8th-19th, exact dates TBD based on the successful candidate. Team Leads will assist in delivering training for Client Service Representative from August 22nd-26th. You must be able to attend all training dates in order to be eligible for a position, without exception. Due to staff training and operational needs, time off requests will not be permitted from August 22nd-Oct 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: Team Lead, Client Services
Number of Positions: 3
Salary: $18/hour
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. The Team Lead is
expected to give the responsibilities of this position priority over other activities, except those which pertain to formal study and course requirements.

Job Description

Reporting to the Housing Services, Administrative Coordinator, Team Leads are an extension of the Professional Services staff outside of regular business hours. They are the first point of contact for Client Service Representatives (CSRs), 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. Team Leads are responsible for motivating, guiding, coaching, and supporting the CSR team. They ensure all established procedures are followed while exceeding Service Excellence Standards and fostering a positive and professional team environment.

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.
- Assist students with Residence maintenance work orders, inquiries, Residence lockouts, lost keys and access to buildings/rooms using eRezLife Residence software.
- Assist Contractors and maintenance staff with Residence access.
- Sign items in and out using eRezLife Residence software, review eRezLife forms, and generate Excel reports.
- Assist with all aspects of preparation for move-in and move-out of Residence students and quarantine students.
- Complete Top-Ups on student Campus Cards and complete cash reconciliation.
- Follow up on outstanding keys and lost keys, applying charges where applicable.
- Updating informational materials, maintain logs and lead projects with the guidance of the Coordinator.
- Maintain accurate and detailed daily logs, including the University Lost and Found Database and Parking Portal.
- Educate the community on Residence Standards, policies and community guidelines related to living in Residence.
- Effectively assess and document feedback/concerns that are reported to the Desk and forward it to the appropriate departments/individuals as necessary.
- Lead a team of CSRs while exercising responsibility, sound judgment, and initiative.
- Assign tasks to CSRs, oversee workflow, and communicate all information and updates to the CSR team.
- Facilitate staff meetings, staff check ins, and follow up in conjunction with Professional Services Staff.
• Troubleshoot issues brought to you by CSRs and escalate to Professional Services Staff when needed.
• Update, facilitate, and deliver training to CSRs along with Professional Services Staff.
• Participate in four ongoing training sessions focused on curricular learning goal, including completing assessments on your learning.
• 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
- Ability to make independent decisions with confidence using the tools and resources provided
- Leadership skills and the ability to appropriately delegate tasks
- Organizational and administrative ability, including attention to detail, database entry, and cash handling or balancing
- Strong problem-solving skills, initiative, judgement, and ability to work under pressure
- Experience using Microsoft Office Software, e.g. Outlook, Word, Excel, MS Teams
- Demonstrated experience in providing instructions and communicating with a variety of people
- Previous experience working in a customer service environment, e.g. retail, food service, front desk reception, hospitality, etc.
- 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

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