

**GUEST SERVICES AGENT
POSITION DESCRIPTION**

JOB DETAILS

Term Posted: Summer 2023
Job Type: Part Time
Application Deadline: March 31, 2023 @ 12pm noon
Application Method: eRezLife

JOB POSTING INFORMATION

Job Type: Part Time (10-20 hours)
Approximate Start Date: May 1, 2023
Approximate End Date: September 5th, 2023

Start Date Comments: Mandatory training will take place Monday-Friday during the first week of May. You must be able to attend all training dates in order to be eligible for a position, without exceptions. Due to staff training, time off requests during the first two weeks and last two weeks of the contract will not be granted. Time off requests of up to one week may be considered, but not guaranteed, outside of these dates.

The Role of the Guest Services Agent

Working in a team environment, Guest Service Agents are the first point of contact for the Carleton Residence community and the general public during the summer. 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 to supporting the Residence Community, Guest Service Agents work closely with Conference Services to provide accommodations to individuals and groups, including schools, language camps, sports teams, professional delegates, and students. GSAs report to the Lead GSAs, the Housing Services Administrative Coordinator, and the Assistant Director, Housing Services.

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

Learning Goals:

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

Learning Outcomes

As a result of completing the Guest Services Agent position, students will be able to:

- Demonstrate positive relationships with students and guests through interactions at the desk
- Demonstrate critical thinking skills through problem solving issues that arise
- Demonstrate the ability to work in a team setting
- Demonstrate effective communication strategies to use with students, external clients, professional staff and other peers.
- Demonstrate a proficiency in operational processes, like, but not limited to, check-in, check-out, mail processing and item sign out
- Act as a role model to the residence student population through interactions at the desk

Primary Duties Performed

- **Residence Student Support**
 - 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.
 - Connect students with on-call Residence Life team where applicable.
 - Assist students with Residence maintenance work orders and inquiries.
 - Assist students with Residence lockouts, lost keys and access to buildings/rooms using eRezLife Residence software.
 - Sign items in and out using eRezLife Residence software.
 - Educate the community on Residence Standards, policies and community guidelines related to COVID/living in Residence.
 - Assist with all aspects of preparation for move-in and move-out of Residence students.
 - Assist Contractors and maintenance staff with Residence access.
 - Complete Top-Up transactions on student Campus Cards.
 - Work with campus partners to assist Residence students wherever possible.
 - 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 it to the appropriate departments/individuals as necessary.
 - Other duties as assigned.
- **Guest Support and Hospitality**
 - Be the first point of contact for guests and the public, providing a high level of Service Excellence.
 - Respond to guest inquiries via phone, email and in-person.
 - Create overnight reservations through the reservation system, Kinetics Software.
 - Prepare for incoming guests, including creating access/meal cards and completing room checks.
 - Assist guests with check-ins and check-outs
 - Troubleshoot guest concerns or complaints to ensure guest satisfaction
 - Process transactions including reservations, parking passes, and Top Ups.

- Develop a thorough understanding of the groups staying at Carleton University and the conferences taking place on campus.
 - Troubleshoot, and problem solve where necessary to ensure client satisfaction.
 - Serve as an information resource about campus services/activities and directions for students, staff, and guests.
- **Mail Room Processing**
 - Assist with mail room operations using the TZ digital locker system.
 - Receive and process packages and letter mail, placing mail in its appropriate location.
 - Transfer items from lockers into the mail room and expire necessary items.
 - Maintain cleanliness of lockers and surfaces.
 - Troubleshoot system issues as needed and log items into the mailroom log.
- **Professional Development & Ongoing Training**
 - Participate in two ongoing training sessions focused on curricular learning goals.
 - Complete assessments on your learning throughout your employment term.
 - Attend and contribute to monthly team meetings lead by Team Leads and Professional Services Staff.
 - Assist with organizing/participating in team events, activities and departmental projects.

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 prior knowledge of Carleton University, the services offered on campus, and familiarity Ottawa
- Some experience using Microsoft Office Software, e.g. Outlook, Word, Excel, MS Teams
- Previous experience working in a customer service environment, e.g. retail, food service, front desk reception, hospitality, etc.
- Fluency in languages beyond English would be considered an asset but is not essential

Conditions of Employment

- The Guest Services Agent is subject to the terms of the Residence Agreement and Residence Standards.
- The Guest Services Agent is responsible for all equipment issued to them during employment and will replace or pay damages for loss or failure to return any items.
- Guest Services Agent must have valid certification in Standard First Aid and CPR for the duration of their contract.
- Guest Services Agent must provide us with a Vulnerable Sector Police Check valid within the last 12 months.

- Guest Services Agent must have completed at least one full University academic year at Carleton University (September to April).

Application Instructions

Please include your resume and cover letter, answers to the application questions, and contact information for 2 professional references in your application email. Your application package must clearly demonstrate how you meet the requirements for this position.

Please fill out the form linked above. You will be required to answer three (3) questions, in approximately 200-250 words, listed below to complete your application.

1. How do you define a GSA? Why do you want to be a GSA?
2. Please describe a skill you would like to build on or improve upon during your time working at the desk and what steps you will take towards building that skill?
3. What are (2) strengths you have? Where did you develop them and how will they help you be successful in this role?

Carleton University is committed to providing equity in employment and maintaining a supportive and welcoming employment environment for all individuals. Experience working with inclusive environments and anti-oppression frameworks are an asset. Carleton University is strongly committed to fostering diversity within its community as a source of excellence, cultural enrichment, and social strength. 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.

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.