



OVERNIGHT ON-CALL GUEST SERVICES AGENT POSITION DESCRIPTION

JOB DETAILS

Term Posted: Summer 2023

Job Type: Full Time

Application Deadline: March 31, 2023 @ 12pm noon

Application Method: eRezLife

JOB POSTING INFORMATION

Job Type: Full Time; On-Call Overnight Shifts for 7 days every 3rd or 4th week; Full Time Desk Services Hours (30-35) for weeks not on-call overnight staff

Positions to Fill: 1

Overnight on-call shifts for 7 days, every 3rd or 4th week from **10:30pm-7am**

Weeks not working overnight on-call, full time, daytime hours (30-35 hours), paid hourly

Pay Rate: \$16.50-\$17/hour and Room & Board (see below for more details)

Approximate Start Date: May 1st 2023

Approximate End Date: September 5th 2023

Start Date Comments: Mandatory training will take place, May 1st – May 12th. 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 Overnight On-Call Guest Services Agent

Working in both in a team environment and individually, the Overnight On-Call Guest Services Agents are the first point of contact for the Carleton Residence community and the general public during the summer both during the day and overnight. 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. These staff members will work overnight to attend to the needs of our students and guests. Overnight On-Call 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 Overnight On-Call Guest Services Assistant role, 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-out
- Troubleshoot guest concerns or complaints to ensure 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.
- Serve as an information resource about campus services/activities and directions for students, staff, and guests.
- Complete any administrative tasks required (for example, forms etc.)

On-Call Overnight Shifts

- Participate in an overnight on-call rotation. This would require incumbent to be on-call from 10:30pm-7am; during this time the staff member must be on-campus, in residence as the response time is 5-10 minutes.
- Provide all guest support and hospitality listed above during the overnight hours
- Carrying and respond to the on-call phone
- Fulfil any overnight guest needs as assigned by the Housing Services Administrative Coordinator or Conference Services team or Assistant Director, Housing Services or On-Call Manager
- Communicate with campus partners (Campus Safety etc.) and other on-call teams.
- Actions facilities and maintenance concerns overnight appropriately
- Assist professional services staff with managing emergency or crisis situations.
- Create and maintain an accurate record of interactions and communicate with Professional Services Staff as directed

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
- **Applicants are required to live in assigned room on campus to fulfill this role**

Conditions of Employment

- The Overnight On-Call Guest Services Agent will live in a designated residence room operated by the Department of Housing and Residence Life Services.
- The Overnight On-Call Guest Services Agent is subject to the terms of the Residence Agreement and Residence Standards.

- The Summer Overnight On-Call 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.
- Overnight On-Call Guest Services Agent must have valid certification in Standard First Aid and CPR for the duration of their contract.
- Overnight On-Call Guest Services Agent must provide us with a Vulnerable Sector Police Check valid within the last 12 months.
- The Overnight On-Call Guest Services Agent must have completed at least one full University academic year at Carleton University (September to April).

Terms of Employment

- The Overnight On-Call Guest Services Agent position is a four-month contract from May 1st, 2023 to September 5th 2022.
- Move in date will be confirmed
- Incumbents needs to be moved out by August 26th by 12pm (noon) (Date and time to be confirmed before start date)
- The incumbent must be available to work Move-In weekend From September 1st-5th 2023
- The time requirement for the position is approximately 30- 35 hours per week.
- The position requires evening, overnight and weekend work.
- Any requests for leave or accommodated absences must be submitted in writing to the Housing Services Administrative Coordinator in advance.

Remuneration

- A suite-style residence room is provided for the duration of the contract (although, please note that the Housing Services Administrative Coordinator may be asked to relocate early to their assigned academic-year space, if returning as a residence student). This is compensation for on-call overnight hours worked.
- The rate of pay for the Overnight On-Call Guest Services Agent position is \$16.50-\$17 per hour. This rate of pay is for daytime shifts at the desk only.
- A meal plan for The Caf valued at \$400 will also be provided.
- Remuneration is reported as a taxable benefit to Revenue Canada.

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 an Overnight On-Call Guest Services Agent? Why do you want to be an Overnight On-Call Guest Services Agent?
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

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.