GUEST SERVICES AGENT
POSITION DESCRIPTION

JOB DETAILS

Term Posted: Summer 2024
Job Type: Full Time or Part Time
Application Deadline: February 2, 2024 at 12 pm noon

JOB POSTING INFORMATION

Position Title: Guest Services Agent

Job Type: Full Time or Part Time

Full time positions aim to provide 30-40 hours of work per week and part time positions aim to provide 10-20 hours of work per week. Please note that hours may fluctuate for both full time and part time roles based on operational needs and the above ranges are not guaranteed.

Please be aware that there may be a requirement to be on-call overnight on occasion (likely one week during the summer with a room provided on campus for the week).

Number of Positions: 8-12

Pay Rate: $16.55/hour (currently under review)

Start Date: May 9th, 2024
End Date: September 3rd, 2024

Start Date Comments: Mandatory training will take place on May 9th-10th and May 13th-15th. Supported hands-on shifts will be scheduled immediately following training, as early as May 16th. You must be able to attend all training dates in order to be eligible for a position, without exception. Due to staff training, time off requests will not be granted during the month of May and between August 16th-September 3rd. Time off requests of up to one week will be considered, but not guaranteed, outside of these dates.

Location of Work: Residence Reception Desk, Teraanga Commons, Carleton University (Ottawa, ON)

The Role of the Guest Services Agent

Working in a team environment, Guest Services Agents (GSAs) 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, GSAs work closely with Conference Services to provide accommodations to individuals and groups, including schools, language camps, sports teams, and professional delegates. The GSA role is supervised by Lead GSAs day-to-day and report to the Housing Services Administrative Coordinator and the Manager, Residence Desk Operations. At times, they may also report to the Assistant Director, Housing Services and the Hiring, Training, and Assessment Coordinator.

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
- Professional Competencies

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 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.

Guest Support and Hospitality

- Act as the first point of contact for guests and the general public by providing a high level of Service Excellence.
- Respond to guest inquiries and booking requests in person and via phone and email.
- Create overnight reservations through Kinetics Software, our reservation system.
- Prepare for incoming guests by completing room checks and creating access cards.
- Arrange for meal access and liaise with Dining Services as necessary.
- Assist guests with check-in and check-out procedures.
- Troubleshoot and problem solve concerns or complaints where necessary to ensure guest satisfaction.
- Process transactions including reservations, parking passes, and Top Ups.
- Develop a thorough understanding of summer clients, including groups staying at Carleton and conferences taking place on campus.
- Serve as an information resource regarding services and activities on and off campus, including providing directions when asked.

Mail Room Processing

- Assist with mail room operations including receiving and processing packages and letter mail and placing mail in its appropriate location.
- Using the TZ Digital Locker System, transfer items between the lockers and the mail room.
- Log items into the mailroom log and ensure effective communication with those receiving mail.
- Maintain cleanliness of lockers and other surfaces.
- Troubleshoot system issues and escalate complex issues to Professional Services Staff as needed.

**Training and Professional Development**

- Complete learning assessments throughout training and your employment term.
- Participate in ongoing training sessions focused on curricular learning goals throughout the summer.
- Attend and contribute to monthly team meetings led by Team Leads and Professional Services Staff.
- Assist with organizing or participating in team events, activities, and departmental projects.

**Qualifications**

- A high level of professionalism and superior customers service skills
- 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 with 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 required

**Conditions of Employment**

In order to be considered for a Guest Services Agent position, students must:

- Be willing to work a variety of shifts including early mornings, evenings, weekends, and occasional overnights on an on-call basis
- Follow the terms of the Residence Agreement and Residence Standards
- Provide us with a Vulnerable Sector Police Check valid within the last 12 months by the start of training
- Ensure that all equipment and materials issued to them during employment are returned and understand that lost or damaged items must be replaced or paid for
- Have completed at least one full academic year at Carleton University (September-April)

**APPLICATION INFORMATION**

Application Deadline: February 02, 2024 @ 12 pm noon
Questions to: ResidenceDeskHiring@cunet.carleton.ca
Attention of: Hannah Shapiro – Hiring, Training, and Assessment Coordinator

**Application Instructions**

To apply to this position, please visit eRez Life [https://carleton.erezlife.com] and see “Guest Services Agent Summer 2024” job posting.

If you have never lived in residence and do not have an eRezLife account, please contact Hannah Shapiro at ResidenceDeskHiring@cunet.carleton.ca for assistance in creating an account.
Please note that emailed applications will not be considered. It **must** be submitted on eRezLife.

The application will ask you to attach your resume. Please do not attach a cover letter as it will not be considered when evaluating your application. You will be asked to answer the following questions in 150-200 words each:

1. Please describe a skill you would like to build on or improve during your time working at the desk. What steps will you take toward building this skill?
2. What are two strengths that you will bring to the GSA role? Where did you develop these skills and how will they help you be successful in this role?

**ADDITIONAL INFORMATION**

Please note that interviews may be held virtually or in-person.

If you require any 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.

*Carleton University is committed to providing equity in employment and maintaining a supportive and welcoming employment environment for all individuals. 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 to apply, including, but not limited to: women; visible minorities; First Nations, Inuit and Métis peoples; persons with disabilities; and persons of any sexual orientation, gender identity or gender expression.*