OVERNIGHT ON-CALL GUEST SERVICES AGENT
POSITION DESCRIPTION

JOB DETAILS

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

JOB POSTING INFORMATION

Position Title: Overnight On-Call Guest Services Agent
Job Type: Full Time
Number of Positions: 3-4
Pay Rate: $16.55-$17/hour (currently under review) for scheduled shifts plus suite style accommodation and meal stipend (see below for more details)
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 Overnight On-Call Guest Services Agent

Working in a team environment, Overnight On-Call Guest Services Agents (OGSAs) 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, OGSAs work closely with Conference Services to provide accommodations to individuals and groups, including schools, language camps, sports teams, and professional delegates. These staff members will work overnight on an on-call basis to attend to the needs of our students and guests. The OGSA role is supervised by Team Leads 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
Primary Duties Performed

Residence Student Support

- Respond to inquiries in person, by phone, and by email related to all aspects of Residence.
- 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.
- 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 StarRez reservation system.
- Prepare for incoming guests by following processes set by Conference Services.
- 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.

On-Call Overnight Shifts

- Participate in an overnight on-call rotation for 7 consecutive nights every 3rd or 4th week. This would require the incumbent to be on-call from 10:30 pm-7:00 am. The incumbent will not work during the day at the Residence Desk during the time that they are on-call.
- The staff member must be on campus in residence and expected to respond to calls within 5-10 minutes.
- Provide all guest support and hospitality listed above during the overnight hours.
- Carry the on-call phone and respond to all calls.
- Fulfill any overnight guest needs as assigned by the Housing Services Administrative Coordinator; Manager, Residence Desk Operations; Conference Services team; Assistant Director, Housing Services; or On-Call Manager.
• Communicate with campus partners (e.g. Campus Safety Services) and other on-call teams working in Housing and Residence Life.
• Respond to and action facilities and maintenance concerns that arise overnight.
• 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 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 customer 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
• Applicants are required to live in an assigned room on campus to fulfill this role.

Conditions of Employment
In order to be considered for an Overnight On-Call Guest Services Agent position, candidates must:
• Live in a designated residence room operated by the Department of Housing and Residence Life Services.
• Be willing to live in a gender-inclusive suite. While each OGSA will have a private bedroom, common rooms and washrooms may be shared with students of a different gender identity than your own.
• Be willing to work a variety of shifts during weeks not on-call, including early mornings, evenings, and weekends.
• Be available for 7 consecutive days of overnight on-call every 3rd or 4th week.
• Work 25-35 hours per week at the Residence Reception desk when not on-call.
• 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).
• Be able to move in and out of assigned residence room on agreed upon dates at the beginning and end of contract.

Remuneration

• A room in an on-campus shared, suite-style accommodation is provided for the duration of the contract (please note: if returning to residence for the 2024/2025 academic year, you may be asked to relocate to your assigned room prior to the end of the contract).
• OGSAs will receive a meal stipend of $100 for each week on-call in the form of convenience dollars (approximately $400 over the course of the summer).
• The suite-style residence room and stipend are provided as compensation for on-call overnight hours worked in lieu of hourly pay.
• The rate of pay for the Overnight On-Call Guest Services Agent position is $16.55-$17 per hour, depending on whether you are new or returning to a position at the desk. This rate of pay is only for shifts worked at the desk while not on call.
• Remuneration is reported as a taxable benefit to Revenue Canada.

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 “Overnight On-Call 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 OGSA 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.