TEAM LEAD, GUEST SERVICES
POSITION DESCRIPTION

JOB DETAILS

Term Posted: Summer 2024  
Job Type: Full Time  
Application Deadline: January 3, 2024 at 12 pm noon  

JOB POSTING INFORMATION

Position Title: Team Lead, Guest Services  
Job Type: Full Time (approximately 30 hours/week)  
While this position aims to provide 25-35 hours of work per week, please note that hours may fluctuate based on operational needs.  
Number of Positions: 3  
Pay Rate: $20/hour (currently under review)  
Start Date: April 29th, 2024  
End Date: September 3rd, 2024  
Start Date Comments: The Team Lead, Guest Services position is a 4-month long contract from April 29th, 2024 – September 3rd 2024 inclusive. This will include:  
• Team Lead training April 29th-May 3rd  
• Assisting in the preparation of Guest Services Agent training May 6th-8th  
• Assisting in the delivery of Guest Services Agent training May 9th-15th

Due to staff training, requests for time off will not be considered between April 29th-May 31st and August 16th-September 3rd. Time of 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)

Please note, this position should be viewed as a para-professional opportunity and 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 their academic requirements. This position is open to Carleton undergraduate students, Carleton graduate students, and those graduating from Carleton in June 2024.

The Role of the Team Lead

Team Leads are the first point of contact for Guest Services Agents (GSAs), 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, the Residence Reception Desk works closely with Conference
Services to provide accommodations to individuals and groups, including schools, language camps, sports teams, and professional delegates. Team Leads are responsible for motivating, guiding, coaching, and supporting the GSA team. They ensure all established procedures are followed while exceeding Service Excellence Standards and fostering a positive and professional team environment. Team Leads report to the Housing Services Administrative Coordinator and the Manager, Residence Desk Operations. On occasion, 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**

**Client and Guest 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.
- 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.
- Provide support for early academic arrivals and the academic year move-in weekend.
- Effectively assess and document feedback/concerns that are reported to the Desk and forward it to the appropriate departments/individuals as necessary.
- Create overnight reservations through StarRez reservation system.
- Prepare for incoming guests by completing room checks and creating access cards.
- Assist guests with check-ins and check-outs and handle guest concerns or complaints.
- Develop a thorough understanding of the groups staying at Carleton University and the conferences taking place on campus.
- Troubleshoot and problem solve concerns or complaints where necessary to ensure guest satisfaction.

**Team Leadership**
- Lead team of GSAs while exercising responsibility, sound judgement, and initiative.
- Assign tasks to GSAs and oversee workflow.
- Facilitate staff meetings and follow up in conjunction with Professional Services Staff.
- Communicate any updates to information and processes to GSA team.
- Educate GSAs and the residence community on Residence Standards, policies, and community guidelines related to living in residence.
• Troubleshoot issues brought to you by GSAs using sound judgement and critical thinking, including assessing whether a situation requires escalation to Professional Services Staff.

Administrative Duties

• Complete financial processes including campus card Top Ups and cash reconciliation.
• Follow up on outstanding and lost keys, applying charges where applicable.
• Assist contractors and maintenance staff with residence access.
• Review forms and generate reports where necessary.
• Maintain accurate and detailed logs, reports, and cash sheets.
• Assess and document feedback reported to the Desk, including following up with the appropriate departments and individuals as necessary.
• Attend regular meetings with Team Leads, Residence Desk Staff, and Conference Services staff.

Training and Professional Development

• Update and deliver training to GSAs in consultation with the Hiring, Training, and Assessment Coordinator.
• Plan and facilitate GSA staff meetings and team building events.
• Organize and participate in team events, activities, and departmental projects (e.g. backdrop designs and bulletin board activities).
• Participate in ongoing training sessions focused on curricular learning goals throughout the summer.
• Assist the Hiring, Training, and Assessment Coordinator with delivering educational and lesson plans, reviewing assessment data, and delivering ongoing training.

Qualifications

• A high level of professionalism and superior customer service skills
• Ability to make independent decisions with confidence using the tools and resources provided
• Confidence in supervising peers and delegating tasks appropriately
• 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
• Prior knowledge of Carleton University, services offered on campus, and familiarity with the city of Ottawa
• 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.
• Demonstrated experience documenting information, answering phone calls, and responding to emails

Assets (preferred but not required)

• Experience working at the Residence Reception Desk as a TL, GSA, or CSR
• Experience in a team lead or supervisory role
• Experience working at Carleton University
• Fluency in a language(s) beyond English

Conditions of Employment
In order to be considered for a Team Lead position, students must:

- Be willing to work a variety of shifts including early mornings, evenings, and weekends
- 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: January 03, 2024 @ 12 pm noon
Questions to: ResidenceDeskHiring@cunet.carleton.ca
Attention of: Hannah Shapiro – Hiring, Training, and Assessment Coordinator

Application Instruction

To apply to this position, please visit eRezLife (https://carleton.erezlife.com) and see “Team Lead, Guest Services 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 250-300 words each:

1. Please list two strengths that you will bring to the Team Lead role. Please describe how you will use these strengths to carry out the duties of the Team Lead role using examples from the job description.
2. What is one potential challenge that you foresee yourself facing as a Team Lead? What strategies will you use to overcome this challenge to ensure success in the Team Lead 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.