# Client Service Representative

<table>
<thead>
<tr>
<th>Job Type:</th>
<th>Part Time</th>
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<tbody>
<tr>
<td>Application Deadline:</td>
<td>November 12th 2021</td>
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<tr>
<td>Application Method:</td>
<td>Email</td>
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## Job Posting Information

### Job Type:

12 – 16 hours/week, varying shifts, including overnights and mailroom shifts as required.

The Residence Desk operates 24/7 with the exception reading week and the December University closure. The Residence Mailroom currently operates Monday-Friday 10:00 AM – 2:00 PM.

### Start Date (if applicable):

November 22nd 2021

### Start Date Comments:

The Client Service Representative position is a 5 month contract from November 22, 2021 through to April 30, 2022 inclusive. This includes attending:

- Regularly scheduled shifts;
- On-going training sessions and staff meetings throughout the academic year.
- Monthly staff meetings

Client Service Representatives must be available to work:

- One overnight shift Sunday through Thursday;
- Winter reading week;
- Easter long weekend;
Desk and Mailroom and operational dates may be subject to change.

Time-off requests for the month of January 2022 cannot be accommodated due to peak operational periods and staff training.

Time off requests exceeding 1 week cannot be accommodated due to the 24/7 nature of the operation.

Candidates for this position must be registered Carleton University students in good standing for the 2021/2022 academic year.

*Without exception, candidates who are unable to meet these requirements are ineligible to apply.*

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<th><strong>Position Title:</strong></th>
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<tr>
<td><strong>Number of Positions:</strong></td>
<td>2 positions</td>
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<tr>
<td><strong>Salary:</strong></td>
<td>$16.00 / hour</td>
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<tr>
<td><strong>Location of Work:</strong></td>
<td>Residence Reception Desk – 2nd Floor of Residence Commons Carleton University – Ottawa, Ontario</td>
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<tr>
<td><strong>Job Description:</strong></td>
<td>Client Service Representatives are the first point of contact for the Carleton Residence community and general public. 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. In addition to providing service excellence for all visitors, Client Service Representatives are dedicated to promoting a positive learning and living environment for all Carleton students. This position’s responsibilities are determined with the Department of Housing and Residence Life Services’ Educational Priority in mind.</td>
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Educational Priority: Living in Residence at Carleton University will develop leaders who belong and meaningfully contribute to their communities.

Client Service Representatives are responsible for motivating and supporting one another to ensure all established procedures are followed while exceeding Service Excellence standards and fostering a positive, professional team environment.

As a team, Client Service Representatives contribute to the efficient and effective operation of the Residence Reception Desk by consistently:

- Reviewing, updating and providing services offered by the Desk;
- Communicating feedback for procedural and service-oriented improvements with the leadership team;
- Offering initiative and sharing the workload to effectively support teammates;
- Participating in projects and communicating the status of assigned tasks;
- And completing tasks proactively and in a timely manner.

Client Service Representative Responsibilities

Reporting to the Leadership team and under the guidance of the Student & Guest Services Coordinator, Client Service Representative responsibilities consist of:

- Responding to inquiries in person, by phone and through email related to all aspects of Residence using available resources such as the Housing & Residence Life Services Website;
- Serving as an information resource about campus services/activities and directions for students, staff, and guests;
- Troubleshooting and problem solving where necessary to ensure client satisfaction;
- Connecting students with the on-call Residence Life team;
- Communicating all information and updates with teammates;
- Processing Residence mail and assisting students with mail inquiries using digital locker system;
- Assisting students with work orders and access to buildings/rooms using eRezLife Residence software;
- Signing items in and out using eRezLife Residence software;
- Educating the community on Residence Standards, policies and community guidelines related to COVID/living in Residence;
- Assisting with all aspects of preparation for move-in and move-out of Residence students and quarantine students;
- Assisting Contractors and maintenance staff with Residence access;
- Completing Top-Up transactions on student Campus Cards;
- Assisting with organizing/participating in team events, activities and departmental projects;
- Effectively assessing and documenting feedback reported to the Desk and forward it to the appropriate departments/individuals, as necessary;
- Working with Campus Partners to assist Residence students wherever possible;
- Assisting with projects related to the Department of Housing and Residence Life Services;
- And other related duties as required.

**Qualifications:**

Demonstrated customer service experience and a good understanding of Carleton University and general knowledge of the Ottawa area is required.

In addition to these requirements, the ideal candidate would have the following skills and experience to be successful in this role:

- A strong ability to time manage, adapt and be flexible;
- A strong ability to remain organized and up to date with changing procedures;
- The ability to remain calm and be a good example to others during difficult/busy periods;
- Effective communication and the ability to offer initiative;
- Have good judgement and effectively communicate decisions/details;
- Strong experience with Microsoft office and Google Suite applications;
- Demonstrated experience in providing instructions and communicating with a variety of people;
- Demonstrated experience documenting information, answering phone calls and responding to emails in a professional manner;
- And experience processing financial transactions and updating administrative logs.

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<tr>
<th>Open to All Majors:</th>
<th>Yes</th>
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<td>Open to Alumni:</td>
<td>No</td>
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### Application Information

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<th>Application Deadline:</th>
<th>November 12(^{th}), 2021 at 11:59 PM</th>
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<tr>
<td>Preferred Response Method:</td>
<td>Email</td>
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<tr>
<td>If by Email, send to:</td>
<td><a href="mailto:residencesdeskhiring@cunet.carleton.ca">residencesdeskhiring@cunet.carleton.ca</a></td>
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| Application Instructions: | Please include a cover letter and resume. Applicants must answer one of the following questions in your cover letter using specific examples/definitions that clearly connect to the CSR role: |
## Application Information

1. The Department of Housing and Residence Life Services is committed to providing students with an environment that promotes diversity, equity and inclusion. In your opinion, how can CSRs uphold service excellence standards with these in mind?

2. Describe a time you offered initiative and learned something new. How did this motivate you?

3. Resourcefulness is an important skill in a service-oriented environment. Please describe a time you exercised this skill and what you learned from the situation.

Interviews will be held virtually November 17th -19th 2021 inclusive. Please note, only candidates selected for an interview will be contacted.

Successful candidates will be required to provide a police record vulnerable sector check issued within the last 12 months.

### Application Material Required:

| Yes |

### Company Info

| Country: | Canada |

### Additional Information

<p>| If you require some form of accommodation to participate in the selection process (for example, an assistive listening device, sign language interpreter, etc.) please contact <a href="mailto:residencedesk@uottawa.ca">residencedesk@uottawa.ca</a> as soon as possible to |</p>
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<td><em>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.</em>'</td>
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