



CLIENT SERVICES REPRESENTATIVE (CSR) POSITION DESCRIPTION

JOB DETAILS

Term Posted: Fall 2024-Winter 2025

Job Type: Part Time

Application Deadline: March 13th 2024 at 12 pm (noon)

Application Method: eRezLife (<https://carleton.erezlife.com>) – Job Application

JOB POSTING INFORMATION

Position Title: Client Services Representative

Job Type: Part Time (maximum of 23 hours/week)

The Residence Reception Desk operates 24/7 with the exception of October and February reading weeks and the December University closure (December 24th-January 2nd).

We schedule varying shifts between 7 am-11 pm and overnight shifts from 11 pm-7 am. Please note that CSRs are not typically scheduled for more than one overnight shift per week.

Client Services Representatives must be available to work:

- One overnight shift Sunday-Thursday
- One overnight shift Friday-Saturday
- October or February reading week
- Thanksgiving or Easter long weekend
- December 21st-23rd 2024 or January 3rd-5th

Number of Positions: 10-25

Pay Rate: \$18/hour

Start Date: August 19th, 2024

End Date: April 30th, 2025

Start Date Comments: Mandatory training will take place August 19th-23rd and August 26th-30th on a full-time basis. You must be able to attend all training dates in order to be eligible for a position, without exceptions. All applicants must be available to work August 31st-September 3rd for move-in weekend.

Due to staff training and operational needs, time off requests will not be permitted from August 19th-September 29th and from January 6th-20th. Additionally, no time off will be permitted April 21st-30th with the exception of formally scheduled exams. Time off requests exceeding one week (7 days) cannot be accommodated due to the 24/7 nature of the operation.

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

The Role of the Client Services Representative

Working in a team environment, Client Services Representatives (CSRs) are the first point of contact for the Carleton Residence community and the 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 while exceeding Services Excellence Standards. In addition, Client Services Representatives are dedicated to promoting a positive living and learning environment for all Carleton students.

The CSR role is supervised by Team Leads day-to-day and reports 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. CSRs are expected to give the responsibilities of this position priority over other activities, except those which pertain to formal study and course requirements.

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

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.
- Assists students with Residence maintenance work orders and inquiries.
- Assist contractors and maintenance staff with Residence access.
- Assist students with Residence lockouts, lost keys, and access to buildings/rooms.
- Connect students with on-call Residence Life team where applicable.
- Sign items in and out using Residence software.
- Educate the community on Residence Standards, policies, and community guidelines.
- Assist with all aspects of preparation for move-in and move-out of Residence students.
- Complete Top-Up transactions on student Campus Cards.
- Maintain accurate and detailed daily logs, including the University Lost and Found Database.
- Effectively assess and document feedback and concerns that are reported to the Desk and forward them to the appropriate departments/individuals as necessary.
- Work with campus partners to assist Residence students wherever possible.
- As a team, maintain cleanliness of front desk, kitchen/break room, and mailroom.

- Other duties as assigned.

Mailroom Support

- 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 employment term.
- Participate in ongoing training sessions focused on curricular learning goals.
- Attend and contribute to team meetings, events, and activities led by Team Leads and Professional Services Staff.

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 experience using Microsoft Office Software, e.g. Teams, Outlook, Excel, Word, etc.
- Good judgement and ability to communicate decisions, including escalating situations when needed.
- Demonstrated experience in providing instructions and communicating with a variety of people.
- Demonstrated experience documenting information, answering phone calls, responding to emails, and processing financial transactions.

Conditions of Employment

In order to be considered for a Client Services Representative position, applicants must:

- Be willing to work a variety of shifts including early mornings, evenings, weekends, and overnights.
- Follow the terms of the Residence Agreement and Residence Standards.
- 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.
- Provide us with a Vulnerable Sector Police Check valid within the last 12 months by the start of training.

- Have completed at least one full academic year at Carleton University (September-April).
- Be a student in good standing for the 2024/2025 academic year.
- Applicants are not required to live on campus to fulfill this role.

APPLICATION INFORMATION

Application Deadline: March 13th, 2024 at 12 pm (noon)

Response Method: eRezLife (<https://carleton.erezlife.com>) – Job Application

Questions to: ResidenceDeskHiring@cunet.carleton.ca

Attention of: Hannah Shapiro – Hiring, Training, and Assessment Coordinator

Application Instructions

To apply to this position, please visit eRezLife (<https://carleton.erezlife.com>) and see “Client Services Representative 2024-2025” 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 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 about 150-200 words each:

1. Please describe a specific lesson you have learned through a past experience that could help you in this role.
2. What motivated you to apply to this role over other similar positions? What goal do you hope to achieve by working at the Residence Desk?

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.