GUEST SERVICES AGENT
POSITION DESCRIPTION

JOB DETAILS

Term Posted: Summer 2022
Job Type: Full Time or Part Time
Application Deadline: February 18th, 2022 11:59 PM
Application Method: Email

JOB POSTING INFORMATION

Job Type: Full Time (30-35 hours) or Part Time (15-20 hours)
The Residence Desk hours for Summer 2022 will be as follows:
Monday-Friday 8am-8pm
Saturday 12pm-5pm
Closed Sundays and Holidays
Residence Mailroom Hours: 10am-2pm

Please note that these hours are subject to change due to summer business operations.

Approximate Start Date: May 2nd, 2022
Approximate End Date: September 2nd, 2022
Start Date Comments: Mandatory training will take place Monday-Friday during the first week of May. You must be able to attend all training dates in order to be eligible for a position, without exceptions. Due to staff training, time off requests during the first two weeks and last two weeks of the contract will not be granted. Time off requests of up to one week may be considered outside of these dates.

Position Title: Guest Services Agent
Number of Positions: 8-10
Salary: $17 ($17.50 for returning)
Location of Work: Residence Reception Desk, Carleton University (Ottawa, ON)

Please note, this position requires excellent time management, organizational skills, and a commitment to fostering a positive, engaged team environment in line with curricular goals. GSAs are expected to give the responsibilities of this position priority over other activities, except those which pertain to their academic requirements.

Job Description

Working in a team environment, Guest Service Agents 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, Guest Service Agents work closely with Conference Services to provide accommodations to individuals and groups, including schools, language camps, sports teams, professional delegates, and students. GSAs report to the Lead GSAs, the Housing Services Administrative Coordinator, and the Assistant Director, Housing Services.

We welcome those who would contribute to the further diversification of our University including, but not limited to: women; visible minorities; First Nations, Inuit and Métis peoples; persons with disabilities; and persons of any sexual orientation or gender identity and expressions.

Primary Duties Performed

- **Residence Student Support (50%)**
  - 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 COVID/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.
  - Other duties as assigned.

- **Guest Support and Hospitality (35%)**
  - Be the first point of contact for guests and the public, providing a high level of Service Excellence.
  - Respond to guest inquiries via phone, email and in-person.
  - Create overnight reservations through the reservation system, Kinetics Software.
  - Prepare for incoming guests, including creating access/meal cards and completing room checks.
  - Assist guests with check-ins and check-outs and troubleshoot guest concerns or complaints.
  - Process transactions including reservations, parking passes, and Top Ups.
• Develop a thorough understanding of the groups staying at Carleton University and the conferences taking place on campus.
• Troubleshoot, and problem solve where necessary to ensure client satisfaction.
• Serve as an information resource about campus services/activities and directions for students, staff, and guests.

• **Mail Room Processing (10%)**
  • Assist with mail room operations using the TZ digital locker system.
  • Receive and process packages and letter mail, placing mail in its appropriate location.
  • Transfer items from lockers into the mail room and expire necessary items.
  • Maintain cleanliness of lockers and surfaces.
  • Troubleshoot system issues as needed and log items into the mailroom log.

• **Professional Development & Ongoing Training (5%)**
  • Participate in two ongoing training sessions focused on curricular learning goals.
  • Complete assessments on your learning throughout your employment term.
  • Attend and contribute to monthly team meetings lead by Team Leads and Professional Services Staff.
  • Assist with organizing/participating in team events, activities and departmental projects.

**Educational Priority**

Living in residence at Carleton University will develop leaders who belong and meaningfully contribute to their communities.

**Learning Goals**

• Personal Development
• Strengthening Equity, Diversity and Inclusion
• Strengthening Indigenous Awareness
• Community Engagement

**Qualifications**

• A high level of professionalism with a strong understanding of Service Excellence Standards
• 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 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 essential

APPLICATION INFORMATION

Application Deadline: February 20th, 2022 at 11:59 PM  
Preferred Response Method: Email  
Send to: ResidenceDeskHiring@cunet.carleton.ca  
Attention of: Hannah Shapiro – Hiring, Training, and Assessment Coordinator

Application Instructions

Please include your resume, answers to your two questions, and contact information for 2 professional references in your application email. Your application package must clearly demonstrate how you meet the requirements for this position. When submitting your application, please use the subject line: Summer 2022 Job Posting.

Application Material Required: Yes

Along with your resume, please answer the following questions in one paragraph each:

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

2. Based on the position description, what is one skill that you are hoping to develop during your time in this role, and what steps will you take to work toward building this skill?

ADDITIONAL INFORMATION

Additional Information

Please note that interviews will be held virtually. Successful candidates will be required to provide a police record vulnerable sector check issued within the last 12 months.

If you require some 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.

Company Logo:

Carleton UNIVERSITY

Duration: 4 months