Residence Reception Desks

HIRING INFO SESSION

2027 - 2028 Academic Year

Carleton University

Housing and Residence
Life Services

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RECEPTION DESK ATTENDANT (RDA)

- Works at both Reception Desks (Teraanga and Rideau)
- Supervised by Professional Services Staff and student Team Leads
- Works approximately 10-20 hours per week
- Must be available for full-time hours during training and move-in (Aug. 23 to Sept. 5)
- Starting wage is $19.00/hour



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RECEPTION DESK ATTENDANT



Responsibilities

Reception Desk Attendants provide 24/7 support to the residence community. This includes:

- **Supporting students with maintenance concerns, access issues, and space bookings**
- **Connecting students with resources like Residence Fellows, On-Call Managers, or Campus Safety**
- **Answering inquiries in-person, through the phone, and by email while maintaining accurate logs**
- **Providing access and support for internal and external events**

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Growth
OPPORTUNITIES

We offer lots of ongoing opportunities for growth at the desks!

AUGUST TRAINING

- Training in software applications, student support, de-escalation, EDI, and more!



ONGOING TRAINING

- Professional Development Workshops
- Peer and Professional Mentorship programs



ROLES WITH INCREASED RESPONSIBILITY

- Returning RDA
- Team Lead
- Summer RDA



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RESIDENCE MAIL ASSISTANT

- Works in the Residence Mailroom in Teraanga Commons
- Primarily works independently with support from Residence Mail Coordinator
- Works approximately 8-16 hours/week (mostly evening and weekend shifts)
- Must be available during training dates and Residence move-in
- Starting wage is $18.50/hour



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RESIDENCE MAIL ASSISTANT



Responsibilities

Residence Mail Assistants work in the Residence Mailroom. This includes tasks like:

- **Processing mail as it comes in, ensuring students can collect their packages**
- **Monitoring emails for inquiries and mail issues**
- **Troubleshooting package and delivery issues, escalating to the Residence Mail Coordinator as needed**
- **Providing a report to Professional Services Staff highlighting major events each shift**

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SCHEDULING REQUIREMENTS

Residence Desk Attendants must be available to work:

- A variety of daytime, evening, and weekend shifts
- Occasional overnight shifts from 11 p.m. to 7 a.m. (one/month on average)
- Oct. **or** Feb. reading week, Thanksgiving **or** Easter long weekend, and pre- **or** post-winter break period

Residence Mail Assistants must be available to work:

- Primarily weekday evenings from 4 p.m. to 9 p.m. and weekends from 11 a.m. to 3 p.m.
- Occassional daytime shifts
- RMA shifts may be consistent or may rotate week-to-week during each semester

Skills

- ☑ Customer Service
- ☑ Positive Attitude
- ☑ Time Management
- ☑ Attention to Detail
- ☑ Teamwork
- ☑ Professionalism
- ☑ Growth Mindset
- ☑ Organization
- ☑ Problem Solving/ Critical Thinking



Qualifications

1. Some experience with Microsoft Office software (ex. Word, Outlook, Teams, Excel)
2. Previous work **or volunteer** experience in customer service or a front-facing environment

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What students love about working at the desks...

Team events

Being part of a community

Growth opportunities

Having a job that understands you're a student

Making new friends

Skill development and growth



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Hiring Timeline



1. **Nov. 23, 2026**
   Job postings open on eRezLife at noon
2. **Jan. 11, 2027**
   Job postings close on eRezLife at noon
3. **Jan. 26, 2027**
   Interview offers will go out by this date
4. **Jan. 29, 2027**
   Deadline to select an interview timeslot
5. **Feb. 1 to 12, 2027**
   Interviews take place
6. **Feb. 23, 2027**
   Job offers go out by this date at the latest

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Applying in eRezLife

- Log into carleton.erezlife.com
- Navigate to “Job postings” on the left to see open job postings
- Include your tailored resume and answers to the posted application questions

HAVEN’T LIVED IN RESIDENCE BEFORE?

Email **ResidenceDeskHiring@cunet.carleton.ca** and we will create an account for you.

- Email must be sent from your cmail account and include your first and last name



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APPLICATION QUESTION TIPS



1. **BE SPECIFIC**
2. **BE PERSONAL**
3. **USE YOUR OWN WORDS**
4. **ANSWER ALL PARTS OF THE QUESTION**
5. **PAY ATTENTION TO WORD COUNT**

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WRITING A GOOD RESUME

Keep it Simple

Keep your resume to 1-2 pages, and avoid clutter. Use headings and white space to clearly communicate your experience.

Be Specific

Quantify your points when possible. Show the specific actions you took and the outcomes.

Tailored to the Position

Ensure the skills and experiences you list are tailored to the role you're applying for. Don't include anything unrelated.

PDF Format

Save your resume as a PDF file with an appropriate name. This ensures formatting stays consistent.

INTERVIEW TIPS

1

Be mindful of time

Pay attention to how much time is set aside for each section. Keep responses concise to cover key points without running over time.

2

Check your tech

Check ahead of time to ensure your internet connection, camera, microphone, and software are working for virtual interviews.

3

It’s okay to be nervous

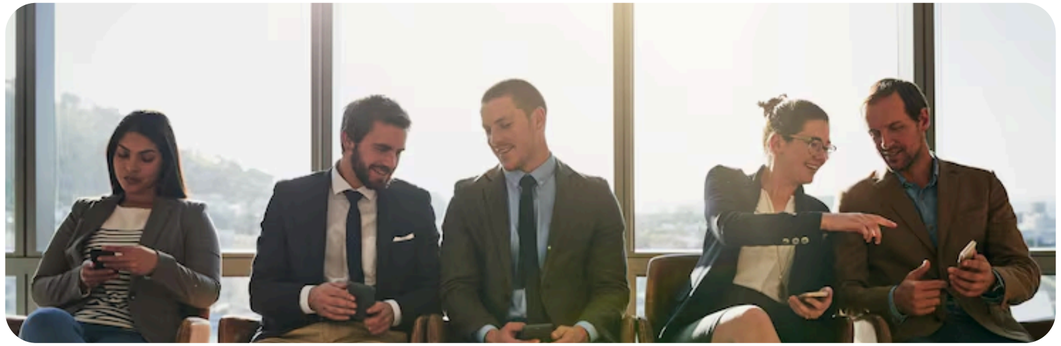
Being nervous for an interview is normal! Practicing answers to common interview questions with a friend or by yourself can help increase your confidence.

4

Connect answers to the role

Use the STAR method to provide detailed answers. Connect your experience and what you have learned to the role you are interviewing for.

STAR METHOD



Use this method for questions that ask you to “tell us about a time when…” or ask how you would handle a scenario.

SITUATION

Explain the situation you were in, providing context for the who, what, when, where, why, and how.

TASK

Describe the task or goal you were working toward, and why it was important.

ACTION

Explain the specific actions you took, and the skills and experience you applied to do this.

RESULT

Describe the outcome of your actions and what you learned from the experience.

STAR METHOD EXAMPLE

SITUATION

In my first year, I was part of a group project for my business class. At the end of the term we had to submit a report detailing our progress over the semester.

TASK

I noticed people were reluctant to respond and start working on the final report. I decided to motivate the team to ensure we produced a high-quality report by the deadline.

ACTION

To accomplish this, I talked with the group and set up a weekly meeting at a time that worked for everyone. I broke down the parts of the report and assigned them based on the team members' strengths. At each meeting, I checked individual and group progress, offering support as needed.

RESULT

As a result, my group produced a report that received an A. The group also had a positive dynamic, and I have worked with some members in other classes. This experience developed by time-management and collaboration skills, which I continue to apply when working in groups.

Interview SUPPORT

CAREER SERVICES

- Offer mock interviews by appointment, or during walk-in hours (1 p.m. to 4 p.m.)
- Can also submit your resume for review

ON YOUR OWN

- Practice the STAR method with situational and behavioral questions
- Use online resources to find common interview questions to practice answering
- Practice your answers with someone, in the mirror, or by recording yourself



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QUESTIONS?

Send us an email:

ResidenceDeskHiring@cunet.carleton.ca

THANK YOU!

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