



TEAM LEAD, CLIENT SERVICES (TL) 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: Team Lead, Client Services

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).

Team Lead shifts are primarily scheduled during evenings and weekends, but weekday hours may be scheduled from time to time. Team Leads may be required to cover overnight shifts on occasion. Please consider this when building your class timetable. Team Leads must be available for one of:

- October or February reading week
- Thanksgiving or Easter long weekend
- December 21st-23rd 2024 or January 3rd-5th

Number of Positions: 3

Pay Rate: \$21/hour

Start Date: August 5th, 2024

End Date: April 30th, 2025

Start Date Comments: The Team Lead, Guest Services position is a 9 month-long contract from August 2024-April 2025 inclusive. This will include:

- Team Lead training during the first two weeks of August
- Assisting in the delivery of Client Service Representative training August 19th-30th
- Residence move-in weekend August 31st-September 3rd

You must be able to attend all training and move-in dates on a full-time basis in order to be eligible for this position, without exception.

Due to staff training and operational needs, time off requests will not be permitted from the start date until 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 Team Lead, Client Services

Team Leads are the first point of contact for Client Service Representatives (CSRs), 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. Team Leads are responsible for motivating, guiding, coaching, and supporting the CSR 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. At times, they may also report to the Assistant Director, Housing Services and the Hiring, Training, and Assessment Coordinator. Team Leads act as an extension of the Professional Services staff outside of regular business hours. The Team Lead is 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.
- Assist students with Residence maintenance work orders, inquiries, Residence lockouts, lost keys and access to buildings/rooms using Residence software.
- Assist contractors and maintenance staff with Residence access.
- Sign items in and out using Residence software, review forms, and generate Excel reports.
- Assist with all aspects of preparation for move-in and move-out of Residence students.
- Complete Top-Ups on student Campus Cards and complete cash reconciliation.
- Other duties as assigned.

Team Leadership

- Lead a team of CSRs while exercising responsibility, sound judgment, and initiative.

- Assign tasks to CSRs, oversee workflow, and communicate all information and updates to the CSR team.
- Facilitate staff meetings, staff check ins, and follow up in conjunction with Professional Services Staff.
- Troubleshoot issues brought to you by CSRs and escalate to Professional Services Staff when needed.
- Educate CSRs and the residence community on Residence Standards, policies and community guidelines related to living in Residence.

Administrative Duties

- Follow up on outstanding keys and lost keys, applying charges where applicable.
- Update informational materials, maintain logs, and lead projects under the guidance of Professional Services Staff.
- Maintain accurate and detailed daily logs, including internal logs and external logs such as the University Lost and Found database.
- Effectively assess and document feedback/concerns that are reported to the Residence Desk and forward it to the appropriate departments/individuals as necessary.
- Attend regular meetings with Team Leads and Professional Services Staff.

Training and Professional Development

- Deliver training to CSRs in consultation with the Hiring, Training, and Assessment Coordinator.
- Plan and facilitate CSR staff meetings and team building events.
- Organize and participate in team events, activities, and departmental projects.
- Participate in ongoing training sessions focused on curricular learning goals throughout the summer.

Qualifications

- A high level of professionalism and superior customer service skills.
- Ability to make independent decisions with confidence using the tools and resources provided.
- Leadership skills and the ability to appropriately delegate tasks.
- Strong problem-solving skills, initiative, judgement, and ability to work under pressure.
- Experience using Microsoft Office Software, e.g. Teams, Outlook, Excel, Word, etc.
- Demonstrated experience in providing instructions and communicating with a variety of people.
- 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, responding to emails, and processing financial transactions.
- Applicant must have worked one term at the Residence Desk or possess an equivalent experience at the discretion of the hiring team.

Conditions of Employment

In order to be considered for Team Lead, Client Services position, applicants must:

- 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 “Team Lead, Client Services 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 200-250 words each:

1. Please provide a specific example of a time where you had to act as a leader or mentor to others. How could you draw on this experience in the Team Lead role?
2. Please tell us about someone or something that inspires you in your day-to-day work. How will this help you succeed 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.