TEAM LEAD, GUEST SERVICES
POSITION DESCRIPTION

JOB DETAILS

Term Posted: Summer 2022
Job Type: Full Time
Application Deadline: February 20th, 2022 11:59 PM
Application Method: Email

JOB POSTING INFORMATION

Job Type: Full Time (30-35 hours)
Please note that flexible part time hours are permitted for the month of April.

The Residence Desk hours for Summer 2022 will be as follows:
Monday-Friday 8am-8pm
Saturday 12pm-5pm
Closed Sundays and Holidays

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

Residence Mailroom Hours: 10am-2pm

Approximate Start Date: April 4th, 2022
Approximate End Date: September 4th, 2022
Start Date Comments: The Team Lead, Guest Services position is a 5-month long contract from April 4th – September 4th 2022 inclusive. This includes attending a mandatory summer orientation meeting in late March, attending Team Lead training in April, and attending GSA team training in early May as a facilitator. You must be available for a full day training on April 13th. Due to staff training, time off during April, May, and the 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: Team Lead, Guest Services
Number of Positions: 1-2
Salary: $19/hour
Location of Work: Residence Reception Desk, Carleton University (Ottawa, ON)

Please note, this position should be viewed as a para-professional opportunity and requires excellent time management, organizational skills, and a commitment to fostering a positive, engaged team environment in line with curricular goals. The Team Lead is expected to give the responsibilities of this position priority over other activities, except those which pertain to their academic requirements. This position is open to Carleton undergraduate students, graduate students, or June 2022 recent graduates.

Job Description
Team Leads are the first point of contact for Guest Services Agents (GSAs), 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, the Residence Reception Desk works closely with Conference Services to provide accommodations to individuals and groups, including schools, language camps, sports teams, professional delegates, and students. Team Leads are responsible for motivating, guiding, coaching, and supporting the GSA 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 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**

- **Client and Guest 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
  - Troubleshoot, and problem solve where necessary to ensure client satisfaction
  - Communicate all information and updates with teammates
  - 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 and quarantine students.
  - Assist Contractors and maintenance staff with Residence access.
  - Provide support for early academic arrivals and the academic year move-in weekend.
  - Effectively assess and document feedback/concerns that are reported to the Desk and forward it to the appropriate departments/individuals as necessary.
  - Be the first point of contact for guests and the public, providing a high level of Service Excellence.
  - 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 handle guest concerns or complaints.
• Develop a thorough understanding of the groups staying at Carleton University and the conferences taking place on campus.

• **Team Leadership (20%)**
  • Lead team of GSAs while exercising responsibility, sound judgment, and initiative.
  • Facilitating staff meetings, staff check ins, and follow up in conjunction with Professional Services Staff.
  • Participating in leadership team meetings with Professional Services Staff.
  • Assigning tasks to GSAs and overseeing workflow.
  • Communicating information and process updates to GSA team.
  • Educating GSAs and the residence community on Residence Standards, polities, and community guidelines related to living in Residence and COVID-19.
  • Troubleshoot issues brought to you by GSAs and escalate to Professional Services Staff when needed.

• **Administrative Duties (20%)**
  • Effectively assessing and documenting feedback reported to the Desk and forward it to the appropriate departments/individuals, as necessary.
  • Completing cash reconciliation.
  • Completing Top-Ups on student Campus Cards.
  • Follow up on outstanding keys and lost keys, applying charges where applicable.
  • Assisting Contractors and maintenance staff with Residence access.
  • Reviewing eRezLife forms and generating Excel reports.
  • Updating informational materials, maintain logs and lead projects with the guidance of the Coordinator.
  • Maintain accurate and detailed daily logs, including the University Lost and Found Database and Parking Portal.

• **Training and Professional Development (10%)**
  • Updating, facilitating, and delivering training to GSAs along with Professional Services Staff.
  • Facilitating monthly GSA staff meetings.
  • Organizing and participating in team events, activities and departmental projects (i.e. backdrop designs and bulletin board activities).
  • Participate in four ongoing training sessions focused on curricular learning goals.
  • Complete micro and macro assessments on your learning throughout your employment term.
  • Assist Housing Services Coordinator, Hiring, Training, and Assessment with learning objectives, reviewing assessment data, and delivering ongoing training.
**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
- Ability to make independent decisions with confidence using the tools and resources provided
- Leadership skills and the ability to appropriately delegate tasks
- Organizational and administrative ability, including attention to detail, database entry, and cash handling or balancing
- Strong problem-solving skills, initiative, judgement, and ability to work under pressure
- Some prior knowledge of Carleton University, the services offered on campus, and familiarity with Ottawa
- 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.
- Demonstrated experience documenting information, answering phone calls, and responding to emails
- 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 Team Leads 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

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.

Carleton University

Duration: 5 months