

Front Desk Staff Job Description

Reporting to the Assistant Dean, Admissions & Operations (ADAO), the Front Desk Staff play a key role in three areas of the Residence's operation: handling the reception duties of the Residence, maintaining the safety and security of the Residence and all residents, and relaying information to the Residence Office and other Residence staff. As this is a front-line position with regular contact with residents, visitors, Residence and University staff and the general public, tact and respectfulness are necessary pre-requisites. Also, even though procedures are in place to handle most situations, understanding and flexibility are necessary in order to handle the unique situations that will inevitably arise. When working outside of regular office hours (weekdays, 9:00 a.m. to 5:00 p.m.), Staff must also be able to perform with minimal supervision. Those working at the Front Desk must also live within the Residence for the duration of their contract.

During the summer session (May through August), the Front Desk Staff must also work with the ADAO and the Office Assistant to ensure the smooth operation of the summer business.

Year Round Duties & Responsibilities

- Monitoring access to the Residence, including identifying residents, directing guests and visitors, maintaining an electronic database, and advising maintenance workers and cleaning staff of any issues pertaining to the building;
- Maintaining an electronic log of Front Desk activities and informing the Residence Office, or the appropriate on-call personnel, of any incidents observed by or reported to the Front Desk;
- Monitoring the Residence's security and alarm systems and following emergency procedures;
- Contacting and providing information to the Campus Police or other appropriate personnel when necessary;
- Receiving, sorting and distributing mail, deliveries and messages;
- Controlling access to various building keys and signing out keys to residents, maintenance workers, cleaners and others;
- Signing in and out of Residence equipment and facilities;
- Providing pertinent information to repair and cleaning staff, guests, visitors and the general public.

Additional Summer Session Duties & Responsibilities

- Handling inquiries regarding summer residence;
- Checking in and out summer residents and guests;
- Processing payments, including handling cash, and balancing and reconciling daily receipts;
- Keeping up-to-date room assignment information and preparing Housekeeping & Maintenance reports;
- May also have to assist with hospitality issues, and safety and security concerns.
- Failure to perform sufficiently in the duties and expectations of the role may lead to the loss of the compensated room and will result in charges for the duration of their stay / or possibly termination of employment;
- All Front Desk Summer Staff must be available to work Move-In weekend and Labour Day weekend to assist with Summer Operations transition.

All Front Desk Staff will be paid an hourly rate of \$16.00. **Summer Front Desk Staff will have the cost of their Residence accommodation waived for the summer months in exchange for being on-call during the evenings, weekends and on holidays.** *Please note that this accommodation is considered to be a taxable benefit and as such, a T4A will be issued for this benefit for the current taxation year.*

If at any time the Front Desk Staff person has any questions or concerns related to their employment, they should speak to the ADAO or Dean of Students immediately.