

# Summer Student Job Opportunity in Housing & Residence Life

Housing & Residence Life is a department that falls under the Student Affairs umbrella and is integral as a compliment to academics at Ryerson University. Housing & Residence Life manages over 300,000 square feet on-campus. It is the department that supports in all four of our current residences, specifically Pitman Hall, ILLC, DCC, and HOEM. It is the central administration that drives the three main functions of Student Housing: Admissions, Residence Life and Facilities. Housing & Residence Life is truly a dynamic work environment and will provide an invaluable experience to whomever is granted the positions. Ryerson University is strongly committed to fostering diversity within our community. We welcome those who would contribute to the further diversification of our staff, our faculty, and its scholarship including, but not limited to, women, visible minorities, Aboriginal people, persons with disabilities, and persons of any sexual orientation or gender identity. All qualified candidates are encouraged to apply but applications from Canadians and permanent residents will be given priority.

<b>POSITION:</b>	Guest Service Agent Lead - 4 positions
<b>DEPARTMENT:</b>	Housing & Residence Life
<b>CONTRACT TERM:</b>	April 20, 2020 - August 23, 2020
<b>REPORTING TO:</b>	Reception and Residence Service Desk Facilitator
<b>COMMITMENT TO WELLNESS</b>	
<p>Your primary responsibilities outside of this position are your holistic wellbeing, as well as academic success. Housing &amp; Residence Life feels that a balance of success of these areas will allow you to best support the communities we have living in Ryerson residence. Ryerson's understanding of mental well-being is: "the capacities of each and all of us to feel, think, and act in ways that enhance our ability to enjoy life and deal with the challenges we face. It is a positive sense of emotional and spiritual well-being that respects the importance of culture, equity, social justice, interconnections, and personal dignity." For Housing &amp; Residence Life, this includes knowledge, security and understanding of personal wellbeing, academic support, financial literacy related to your role and understanding of work scope and process to support you where you are at and where you want to be. Ryerson is committed to the success of all its community through ongoing dedication to creating and sustaining a supportive campus culture and institutional ethos without stigmatization and discrimination with regard to mental health.</p>	
<b>RESPONSIBILITIES</b>	
<p>The Guest Services Agent Lead is a supervisory role that works with the Reception and Residence Service Desk Facilitator, the Guest Services Administrator, and the Group Accommodations Facilitator to manage the Guest Service Agent team. The individual must possess the ability to exercise independent judgment and deal with situations using tact and diplomacy. Guest Experience Lead is responsible for supervising the desk team of 30 to ensure an exceptional customer experience is provided to students/guests throughout their stay from reservations through departures. Guest Experience Leads are also responsible for deescalating problems at the desk in accordance with HRL policies and procedures.</p>	
<b>DUTIES INCLUDE</b>	
<ul style="list-style-type: none"> <li>● <b>Day-to-Day Organization</b> - supervising the front desk team to ensure proper adherence to company policies and security requirements, and to ensure all functional units are in accordance where required. Delegating support tasks efficiently and strategically</li> <li>● <b>Staff Support</b> - assisting the Reception and Residence Service Desk Facilitator, Guest Services Administrator, and Group Accommodations Facilitator in carrying out the duties of coordinating day-to-day operational needs</li> <li>● <b>Observations</b> - Completing observations of Guest Service Agents to ensure that performance is continually monitored and feedback is being delivered in the moment. Peer-to-peer and employee coaching is expected</li> <li>● <b>Guest Services</b> - ensuring guests' requests/complaints are resolved quickly, efficiently and courteously in accordance with HRL policies and procedures</li> <li>● <b>Check-in/Check-Out</b> - following proper check in and out procedures while providing a high level of service for visitors/guests to HRL</li> <li>● <b>Reservations</b> - responding to inquiries about the Housing &amp; Residence Life (HRL) facilities, and receiving and entering reservation requests</li> <li>● <b>Concierge</b> - providing information, directions and general help to students/guests in person and on the telephone</li> <li>● <b>Cash Handling</b> - responsible for handling and verifying cash floats and payments</li> <li>● <b>Shift Reporting</b> - logging all incidents during shift for review by and communication with other team members</li> <li>● <b>Confidentiality</b> - maintaining confidentiality in accordance with the Freedom of Information and Protection of Privacy Act (FIPPA) and complying with Payment Card Industry (PCI) standards; properly following key replacement procedures; safeguarding communication that contains sensitive information</li> <li>● <b>Cross-Training</b> - to increase job flexibility and versatility, this position will be cross-trained as Night Auditors and Summer Operation Agents. GSA Leads will be expected to support other teams as requested. They will also be expected to support with on-going on-the-job training</li> <li>● <b>Access control</b> - ensuring only residents/registered guests are permitted in the building, that guests are signed in properly, and that access to the parking garage is controlled and monitored</li> <li>● Other duties as assigned by Housing &amp; Residence Life Office</li> </ul> <p style="text-align: center;">Housing &amp; Residence Life operates 7 days a week - all staff must be available to work varying shifts as business dictates. Opening shifts start at 7:00 am.</p>	
<b>QUALIFICATIONS</b>	
<ul style="list-style-type: none"> <li>● Must be a full-time Ryerson student</li> <li>● Preferences will be given to those with previous hospitality front desk experience or equivalent</li> <li>● Excellent customer service skills</li> <li>● Excellent communication skills, both written and verbal</li> <li>● Excellent knowledge of residences and campus</li> <li>● Strong interpersonal skills</li> <li>● Ability to exercise independent judgment, take initiative and be creative when dealing with situations</li> <li>● Ability to multi-task and work independently</li> <li>● Ability to organize, plan ahead and manage work flow in an efficient manner</li> <li>● Must be efficient, organized, and pay great attention to detail</li> <li>● Must be extremely tactful, diplomatic, and understand the need for confidentiality</li> <li>● Must be dependable and flexible to take alternate and additional shifts as needed</li> <li>● Knowledge of Microsoft Word, Excel, Google Drive and Epitome Property Management System an asset</li> <li>● Hold a minimum 2.33 GPA</li> </ul>	
<b>RENUMERATION:</b>	\$15.00 / hour, approximately 36.25 hours / week
<b>CONTACT FOR INQUIRIES:</b>	Michelle Barker, Reception & Residence Service Desk Facilitator, michelle.barker@ryerson.ca
<b>DEADLINE TO APPLY:</b>	Applications and resumes must be submitted online by Friday, February 21 <sup>st</sup> , 2020 at <a href="https://forms.gle/p3NUtc697sSXXkc7k6">https://forms.gle/p3NUtc697sSXXkc7k6</a>

