

# 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>	Night Auditor - 5 positions
<b>DEPARTMENT:</b>	Housing & Residence Life
<b>CONTRACT TERM:</b>	April 27, 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>Night Auditor is an individual who should be capable of functioning independently and as part of a team, has exceptional attention to detail, is comfortable with numbers and technology, possesses excellent communication skills, and demonstrates an ability to exercise independent judgment. Night Auditors are responsible for reconciling day-to-day financial transactions, transitioning the property management system into the next business day, as well as preparing financial reports, various departmental reports, meal count forecasts, and arrival packages for next-day operation.</p>	
<b>DUTIES INCLUDE</b>	
<ul style="list-style-type: none"> <li>• <b>Nightly Hotel Operation</b> - transitioning system into next business day by reconciling all financial transactions, closing all electronic cards and cash payments, and preparing next day needs: meal count forecast, departmental reports and preparation of next-day arrival packages</li> <li>• <b>Financial Reporting</b> - ensuring revenue sources are reported accurately by posting adjustments to balance the books if necessary and filing away financial documents at the end of shift</li> <li>• <b>Cash Handling</b> - handling and closing end of day cash floats. Performing debit and credit card transaction settlement. Working independently to solve financial disputes/discrepancies</li> <li>• <b>Shift Reporting</b> - logging all incidents during shift for review and communication to other teammates</li> <li>• <b>Guest Services</b> - answering and assisting guest requests/complaints and facilitates communication with other functional partners, such as housekeeping, maintenance, and food services for proper follow up. Deescalating customer service situations without the presence of a supervisor</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</li> <li>• <b>Reservations</b> - responding to inquiries about the HRL facilities 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>Confidentiality</b> - maintaining confidentiality in accordance with the Freedom of Information and Protection of Privacy Act (FIPPA) and complying with Payment Card Industry (PCI) standard; 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 a Guest Service Agent and Summer Operation Agent</li> <li>• <b>Access control</b> - ensuring that only residents/guests are permitted in the building; that guests are signed in properly and controlling building access to the parking garage</li> <li>• <b>Mail</b> - signing for packages, ensuring proper documentation of all packages are logged and preparing mail for mail carrier to pick up</li> <li>• Other duties as assigned by Housing &amp; Residence Life Office</li> </ul> <p>Housing &amp; Residence Life operates 7 days a week - all staff must be available to work varying shifts as business dictates.  <b><u>This position works in the evenings and overnights with shift times from 11pm-7am or 12Midnight-8am</u></b></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>• Basic to intermediate mathematical skills</li> <li>• Demonstrate proficiency and honesty in handling money</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>	\$14.50 / hour, approximately 29-36.25 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/p3NUtc697sSXKc7k6">https://forms.gle/p3NUtc697sSXKc7k6</a>

