

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.

POSITION:	Summer Operation Agent - 4 positions
DEPARTMENT:	Housing & Residence Life
CONTRACT TERM:	April 27, 2020 - August 31, 2020
REPORTING TO:	Guest Services Administrator
COMMITMENT TO WELLNESS	
<p>Your primary responsibilities outside of this position are your holistic wellbeing, as well as academic success. Housing & 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 & 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>	
RESPONSIBILITIES	
<p>Summer Operation Agent is capable of functioning independently and as part of a team, attentive to details and possesses excellent communication skills. The individual must possess strong organizational skills to plan and manage work independently. Summer Operation Agents are responsible for scheduling cleaning services for all guest rooms, providing support to the cleaning contractor, following up on housekeeping concerns, ordering and receiving of supplies and laundry services, as well as controlling inventories and reconciling invoices. As the Summer Operation Assistant performs room inspections daily to ensure the level of cleanliness is at a satisfactory level, the individual must be able to continuously stand or walk.</p>	
DUTIES INCLUDE	
<ul style="list-style-type: none"> ● Work Assignment - coordinates, forecasts and assigns the housekeeping team to clean rooms based on operational needs ● Inspections - inspect rooms prepared for arrival and report deficiencies to the housekeeping and maintenance team ● Reconciliation - responsible for ensuring the numbers of cleanings provided by the cleaning contractor are as invoiced appropriately. Resolve discrepancies and file away related documents for record ● Ordering and Receiving - orders and receives guest room supplies and laundries, while ensuring items/services ordered are invoiced and delivered in a timely manner for business and submitted for payment processing ● Inventory - controls and maintains inventory on current stock of supplies including: linens, signage, bathroom toiletries, etc. ● Transition - facilitate the transition plans ● Front Desk Duties - assist front desk by following proper check in and out procedures and provide a high level of services for visitors/guests ● Shift Reporting - logging all incidents during shift for review and communication to other team members ● Liaising with Front Desk- liaises with the front desk team on rooms status and addresses any guest ● Confidentiality - maintain confidentiality in accordance with the Freedom of Information and Protection of Privacy Act (FIPPA) and to comply with Payment Card Industry (PCI) standard; that key replacement procedures are properly followed, communication that contains sensitive information is safely guided ● Cross-Training - to increase job flexibility and versatility, this position will be cross-trained as a Guest Service Agent ● Other duties as assigned by Housing and Residence Life Office including emergency laundry <p style="text-align: center;">Housing & Residence Life operates 7 days a week - all staff must be available to work varying shifts as business dictates. Opening shifts start at 8:00 am.</p>	
QUALIFICATIONS	
<ul style="list-style-type: none"> ● Must be a full-time Ryerson student ● Preferences will be given to those with previous hospitality front desk experience or equivalent ● Excellent customer service skills ● Excellent communication skills, both written and verbal ● Excellent knowledge of residences and campus ● Strong interpersonal skills ● Ability to exercise independent judgment, take initiative and be creative when dealing with situations ● Ability to multi-task and work independently ● Able to continuously stand or walk ● Able to lift up to 25 pounds occasionally ● Able to organize, plan ahead and manage work flow ● Must be efficient, organized, and pay great attention to detail ● Must be extremely tactful, diplomatic, and understand the need for confidentiality ● Must be dependable and flexible to take alternate and additional shifts as needed ● Knowledge of Microsoft Word, Excel, Google Drive and Epitome Property Management System an asset ● Hold a minimum 2.33 GPA 	
RENUMERATION:	\$14.00 / hour, approximately 29-36.25 hours / week
CONTACT FOR INQUIRIES:	Tiffany Tam, Administrator, Guest Services, tiffany.tam@ryerson.ca
DEADLINE TO APPLY:	Applications and resumes must be submitted online by Friday, February 21 st , 2020 at https://forms.gle/p3NUtc697sSXKc7k6

