
Casual Front Desk Representative – Residence Front Desks

Residence Life & Services is hiring for both summer and academic year positions at our Front Desks.

CASUAL FRONT DESK REPRESENTATIVE — Conference Services

Summer Position (April 29, 2024 – August 31, 2024)

CASUAL FRONT DESK REPRESENTATIVE — Conference/Academic Year

Summer and Academic Position (April 29, 2024 – May 2, 2025)

Location: Endaayaan Tkanónsote Residence, occasional satellite desk locations

Hours of work: various shifts (24 hr operation), approx. 8 hrs per shift (half/split shifts also available based on operational need). Nights and weekends included.

Training week: Paid training will take place on Monday April 29, 2024 – Friday May 3, 2024.

Job Description: From May-August, Queen's Residences operate some of our buildings to host conference groups and transient overnight stays during Kingston's busy tourist season. Reporting to the Assistant Manager, Front Desks and taking work direction from Senior Desk Representatives, Casual Front Desk Representatives provide front-line customer service during the summer conference season. Candidates should have experience with customer service, problem solving and organization. Excellent communication skills are required as our Front Desk staff correspond with staff and guests through email, phone and in person. Candidates should be comfortable working in a fast-paced team environment, possess good time management skills, and have the ability to deal with difficult customer service situations. Hospitality, tourism and/or Front Desk experience is an asset.

Services and tasks at the Front Desk during summer conference season include:

- Providing front-line customer service via phone, email, and in person
 - Checking guests and groups in and out
 - Bagging, organizing and auditing keys
 - Booking reservations
 - Working in collaboration with departmental partners including Custodial and Event Services staff
 - Processing financial transactions including deposits, cash, credit and debit transactions, counting floats, etc.
 - Troubleshooting guest issues to ensure a smooth stay
 - Completing administrative tasks as assigned
 - Providing information about Kingston and Queen's Campus
 - All Guest Services Representatives are required to work all shifts including nights, days, evenings and weekends. Shifts vary in length from 3 hours to 8 hours
 - Provide support during Queen's move-in week (must be available last week of August)
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CASUAL FRONT DESK REPRESENTATIVE — Academic Year

Academic year Position (August 19th, 2024- May 2nd, 2025)

Location: All residence desk locations (Endaayaan Tkanónsote, Jean Royce Hall, Victoria Hall, Watts Hall). Student staff are to work at various desks depending on operational need.

Hours of work: various shifts (24 hr operation), approx. 8 hrs per shift (half/split shifts also available based on availability and operational need). Nights and weekends included.
(midnight – 8 am, 8 am – 4 pm, and 4 pm – midnight)

Training week: Paid training will take place on August 19, 2024 – August 23, 2024.

Job Description: Reporting to the Assistant Manager, Front Desks and taking direction from the Senior Desk Representatives, Casual Front Desk Representatives provide front-line customer services at our various desk locations during the academic year. Candidates should have experience with multitasking, customer service, and have great attention to detail. Excellent communication skills are required as our Front Desk staff correspond with students, staff and guests through email, LiveChat, phone and in person. Candidates should be comfortable working independently and, in a team, possess good time management skills and have the ability to deal with difficult customer service situations. Front Desk and/or customer service experience is an asset.

Services and tasks at the Front Desk include:

- Provide support during move-in week and move in weekend
- Front line customer service for students, staff, and guests/families via phone, email, LiveChat, and in person
- Receiving and processing mail and parcels
- Signing out and auditing keys
- Checking students in and out of Residence
- Troubleshooting issues for students, staff and customers
- Completing administrative tasks as assigned
- Front Desk staff are assigned to work all shifts including midnights, days, evenings and weekends
- We accommodate student academic schedules; it is the responsibility of the staff to ensure their availability is up to date and current.
- Shifts are 8 hours (midnight – 8 am, 8 am – 4 pm, 4pm – midnight). Shifts may be split or reduced to 3, 4 or 5-hour blocks based on operational needs

ELIGIBILITY & TERMS OF EMPLOYMENT

(Conference and Academic Year Positions)

- Any academic requirements (including practicums, internships, etc.) must not interfere with ability to complete desk shifts.
- Other campus work (including internships) paired with the Casual Front Desk Representative role must not exceed employment standards regulations.
- Orientation leader training or other job trainings must not interfere with training for this role.
- Staff must be legally entitled to work in Canada, or possess a valid student visa.
- Staff must be able to work shift work, including midnight shifts (12 am – 8 am).
- Staff must be committed to work; time-off requests will be reviewed on an individual basis and are not guaranteed.
- Staff must submit a satisfactory Canadian Police Information Check (CPIC) and Vulnerable Sector Check prior to your start date. It is the employee's responsibility to maintain a clean CPIC and Vulnerable Sector Check for the duration of your employment in this role with Queen's. Any lapse may have implications for your continued employment status. The University can require that you produce a new Letter of Clearance at any time. In addition, you are also required to immediately disclose to the University any occurrence and/or circumstances(s) that might impact your ability to receive a clear CPIC or Vulnerable Sector Check.
- Shifts will be scheduled throughout the entire duration of the contract dates; staff must be available for mandatory training at the beginning of their contract (full days), as well as during long weekends, Homecoming and Reading Weeks.
- Front Desk Representatives must abide by the policies and procedures as outlined by Housing & Ancillary Services, the Employee Handbook and the University Code of Conduct.

HIRING PROCESS

The University will provide support in its recruitment processes to applicants with disabilities, including accommodation that takes into account an applicant's accessibility needs. If you require accommodation during the interview process, please contact the Residence Life & Services office at reslife@queensu.ca

REMUNERATION

- Compensation is \$16.55 per hour and includes 4% vacation pay. A shift premium of \$0.50/hr is applied for midnight – 8 am shifts.
- Employees are entitled to be paid one-and-a-half (1 ½) times their regular rate of pay for each hour worked on a statutory holiday.
- Wages are amended if provincial minimum wage standards change.