

# Join the Front Desk Team!

## Desk Services Representative Positions

### Desk Services Representative Application Package 2011/2012 Academic Part-Time

Application, cover letter, resume and reference information may be emailed to [jo-ann.brierley@queensu.ca](mailto:jo-ann.brierley@queensu.ca) or submitted to the Residence Administration Office (D Wing, Ground Level, Victoria Hall) or to any of the Residence Front Desks by Friday, October 21, 2011.



#### Quotes from Past Desk Services Representatives

I would just like to thank you and the rest of the staff at Queen's Residences for the great experience I had working as a front desk representative over the past four years. Working for Queen's residences not only helped me finance my education, but it also complimented it by allowing me to develop several of my soft skills during my employment. I am also appreciative that I had the opportunity to work with a lot of supportive and friendly people over the years. I will definitely use the experience and knowledge I gained from this job in my future career. Thanks for all the help you have given me. I wish you the best of luck in the future.

Cheers,

It just hit me that this is my last shift ever, I don't believe it! I just wanted to say thanks for the past two years; you've provided me with such great work experience and so many opportunities for personal and professional growth. I'm so grateful for having this job, and getting to work with so many wonderful people. I hope conference season goes well!

Have a great summer!

Sincerely,

### Completing the Application

Completed application, resume, cover letter and reference information may be emailed to [jo-ann.brierley@queensu.ca](mailto:jo-ann.brierley@queensu.ca) or submitted to the Residence Administration Office (D Wing, Ground Level, Victoria Hall) or to any of the Residence Front Desks by Friday, October 21, 2011. Reference information should include your reference's name, company name, job title, company address and phone number. References should be from two people who are able to assess your attitude and skills and are able to comment on your potential to be a Desk Services Representative.

### Timelines

Activity	Date	Location
Application Deadline	Friday, October 21, 2011	Residence Administration Office (D Wing, Ground Level, Victoria Hall) or any of our Residence Front Desks (Victoria Hall, Leggett Hall, Waldron Tower and Jean Royce Hall)
If you are selected to proceed to an interview, you will be contacted by email to reserve an interview time	Monday, October 24, 2011	
Personal Interviews	Wednesday & Thursday, October 26 & 27, 2011	Waldron Tower
All candidates will be notified of first round decisions by email	By end of week, October 29, 2011 (Target Date)	

### Important Information

- These positions are under the direct supervision of the Residence Desk Supervisor.
- Academic positions are part-time positions, 2 – 3 shifts per week and involve a variety of shifts (daytime, evenings, midnights, weekdays & weekends).
- During the academic year, you will be scheduled and are responsible for working a minimum number of shifts per week (including 12 am - 8 am shifts).
- There is mandatory training sessions for the academic time period.
- A job description is available.
- We are unable to guarantee that we can schedule around other jobs/volunteer work and commitments.
- The rate of pay is \$11 per hour (includes 4% vacation pay).
- There is a four week (4) probation period at the beginning of the position start date.
- Thank you for applying.

The personal information collected on this form is collected under the authority of the Royal Charter of 1841, as amended. The information is used for the following purposes:

- to determine eligibility for such a position in the Queen's University Residences;
- to determine building and room assignment;
- to provide emergency contact information;
- to assist in meeting individual special needs and considerations;
- to disseminate information, relevant to residence operations;
- for quality assurance purposes; and
- to provide information to government agencies (such as the Municipal Property Assessment Corporation) for the purpose of municipal, provincial or federal elections.

Queen's University Residences maintains current and historical applicant data, and takes extensive measures to ensure its security and confidentiality. It is the applicant's responsibility to ensure that the information submitted is complete and correct.

Please note: information provided in references will be held in confidence and will not be available to applicants.

If you have any questions or concerns about the information collected or how it will be used, contact the Manager, Human Resources & Administration by telephone at (613) 533-6000, ext. 74552.

## **Your application package should contain the following:**

- Completed and signed application form**
- Cover letter**
- Current resume**
- Reference information (x2) - reference's name, company name, job title, company address and phone number.**

# DESK SERVICES REPRESENTATIVE JOB DESCRIPTION

2011 - 2012



## POSITIONS AVAILABILITY

Academic part-time (October 2011 – May 2012)

## HOURS OF WORK

Victoria Hall, Leggett Hall and Jean Royce Hall front desks are open 24 hours per day during the academic year with Waldron Tower having reduced hours of operation. The candidate must be able to work independently and various shifts, especially nights and weekends, including weekly midnight (12 am – 8 am) shifts. Employees are assigned shifts at all residence desks. Staff must report for duty 10 minutes before the shift commences, in order to be updated on any information required, by the staff member going off duty.

## JOB SUMMARY

Under the supervision of the Residence Desk Supervisor, the Desk Services Representative provides a variety of services and information to the residence student population, parents and staff; working a variety of shifts (daytime, evenings, midnights, weekdays & weekends) on the Residence Desks. Responsibilities of this position include: providing excellent, professional and consistent outstanding customer service; checking students in and out of residence; providing information about the campus and the Kingston area; selling laundry amenities; signing out spare keys and equipment; maintaining communications with all Desk Services Representatives and with other University Departments; following shift procedures for financial transactions, mail distribution and performing other duties as assigned. There is mandatory training sessions held at the beginning of employment and a four (4) week probationary period.

## ELIGIBILITY

1. Be a student member of Queen's University.
2. Have no less than one (1) year of post-secondary experience.
3. If registered in the Faculty of Education or the School of Nursing, you must be able to fulfill your shift minimum requirements.
4. Be legally entitled to work in Canada, or possess a valid student visa.
5. Be able to work shift work, particularly midnight shifts (12 am – 8 am).
6. Be committed to work, as summer time-off requests (i.e. summer courses and vacation requests, etc.) will be difficult to allow and will be reviewed on an individual basis.
7. Satisfactory submission of a Canadian Police Information Check (CPIC) if requested.

## **BASIC RESPONSIBILITIES & DUTIES**

### **Staff Training and Development**

1. Attend and participate in mandatory Desk Services Representative Training.
2. Attend one (1) mandatory Desk Services Representative meeting per month.
3. Participate in a minimum of one (1) job performance evaluation.
4. Read and be familiar with the information included in the Desk Services Representative Manual, the Employee Handbook Manual, and any other material distributed by Residence Front Desk Services.

### **Community Support**

1. Establish positive relationships with residents by being visible and approachable.
2. Provide residents with information and assistance if required.
3. Promote community and diversity through all interactions.
4. Develop positive working relationships with fellow student staff members.
5. Foster healthy working relationships with the organizations and offices that manage the residences and to work within residence policies.
6. Support all student affairs initiatives.
7. Manage confidential information appropriately.

### **Communication**

1. Regularly log onto the Desk Services Representative List Serve and the Desk Services Representative Web Site to review all material.
2. Read all official emails.
3. Keep all Desk Services Representatives updated by keeping accurate information in the log book.
4. Keep supervisors and other team members informed in a timely manner of information that will help them to do their jobs more effectively (i.e. events, new project completion, etc.)
5. Work-related challenges or difficulties should be discussed with your supervisor.
4. Keep signs, memos, posters and information, etc. updated at all desks.
5. Review all information that is distributed.

### **Building Management Duties**

1. Communicate all facility concerns and damages to the Facilities Control Centre (FCC).
2. Ensure the desk areas are clean and neat.
3. Promote building respect and pride.
4. Assist in providing accurate and timely information to residence officials, Campus Security and/or other campus partners.

### **Administrative Duties**

1. Perform and possess the ability to prioritize administrative duties, which will include receiving and placing telephone calls in a professional manner, greeting students, sorting and distributing mail, receiving courier deliveries, filling in registration cards and check-in/out of students.
2. Identify student needs quickly and accurately and take appropriate actions to address those needs.
3. Maintain solid student relationships by handling their questions and concerns with speed and professionalism.

4. Serve as a referral/resource person to students and the public. Provide basic information about the department, Queen's and Kingston.
5. Maintain key cabinets and follow the Key Policy and Key Procedures.
6. Handle and balance the front desk floats/deposits and cash registers on each shift.
7. Present a positive image of Queen's University by means of a tidy appearance, positive attitude and responsive action. Photo identification and proper attire must be worn on duty.
8. Participate and assist in the training and mentoring of new team members.
9. Possess interpersonal and communication skills that enable you to perform reception duties and deal with a wide variety of individuals from within the University and general public.
10. Possess critical solving skills and the ability to work well under pressure and handle stressful situations in a diplomatic manner.
11. Ensure that all desk duties are performed with attention to detail and accuracy.
12. Perform additional duties as required by the Residence Desk Supervisor.

### **TERMS OF EMPLOYMENT**

1. This casual employment is for (1) academic term only (October 2011 - May 2012).
2. This casual employment covers the entire academic year. During the first term, responsibilities extend from the first day of training to the last day that the university is open (usually December 24<sup>th</sup>). The second term usually begins on January 03 and extends to the last day of work in May. This includes all long weekends, Homecoming and Reading Week.
3. Desk Services Representatives report directly to the Residence Desk Supervisor.
4. Desk Services Representatives must abide by the policies and procedures as outlined by Housing & Hospitality Services, Community Standards in Residence and the University Code of Conduct.
5. The Residence Desk Supervisor reserves the right to revise the terms of employment, the eligibility requirements, and the duties and responsibilities of Desk Services Representatives to meet unexpected developments.
6. The terms and conditions of your casual employment may be amended by the University with appropriate notice as per the Employment Standards Act. This casual employment may be terminated at any time with appropriate Employment Standards notice.

### **REAPPOINTMENTS**

1. Reappointments are not automatic.
2. Reappointments are based on previous work record and are dependent on a solid work record.

### **HIRING PROCESS**

1. During the hiring process, if a candidate feels s/he is being treated unfairly, s/he may appeal to the Manager, Human Resources & Administration and then the Director of Housing & Hospitality Services.

## **REMUNERATION**

1. Compensation is \$11 per hour for the academic part-time positions (includes 4% vacation pay).
2. 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.

## **EVALUATION**

1. The performance of the Desk Services Representatives will be regularly evaluated. This evaluation process will include an assessment of performance by the Residence Desk Supervisor.
2. The performance evaluation process will take into account information received from university officials such as the full time Desk Services Representatives, Residence Life Coordinators and Senior Management, etc.
3. When performance is perceived to be below standard, the matter will be addressed immediately and confidentially between the Desk Services Representative and the Residence Desk Supervisor.

## **DISMISSAL PROCESS**

1. Should it become necessary to examine the possibility of termination or suspension of a Desk Services Representative, the Residence Desk Supervisor and the Manager, Administration will make the decision.
2. The terms and conditions of your employment may be amended by the University with the appropriate notice as per the Employment Standards Act. This employment may be terminated at any time with an appropriate Employment Standards notice.
3. A Desk Services Representative may be dismissed for a number of reasons including:
  - failure to live up to expectations as outlined in a probationary letter; and
  - inappropriate conduct (e.g., sexual harassment, physical assault, drug use, etc.)

# DESK SERVICES REPRESENTATIVE JOB APPLICATION

2011 - 2012



**Applications due Friday, October 21, 2011.**

## Academic Year Part-Time Desk Services Representative (October 2011 – May 2012)

- 16 to 24 hours per week (2 – 3 shifts per week)
- 12 am-8 am, 8 am-4 pm and 4 pm-12 am shifts

Legal Name			
	(Last)	(First)	(Middle Initial)
Preferred First Name			
Email Address			
Current Mailing Address			
	Postal Code:	Telephone:	
Permanent Mailing Address			
	Postal Code:	Telephone:	
At which address may we reach you during the summer?			

### General Information

Are you legally eligible to work in Canada? No  Yes

Have you ever been convicted of a criminal offense for which a pardon has not been granted? No  Yes

### University/College Residence Experience

What residence buildings, if any, have you lived in? If you have not lived in a residence but have comparable experience, please describe it.

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**Status at Queen's**

During the 2011 – 2012 academic year, I will be registered in the following:

Faculty: \_\_\_\_\_ Major/Discipline: \_\_\_\_\_

Year of study effective September 2011: \_\_\_\_\_ Expected year of graduation: \_\_\_\_\_

I hereby declare that the information on this application form and that, which is attached, is true and complete. I understand that the information may be verified and a false statement may disqualify me from employment or cause my dismissal.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date