



## **HOUSING AND HOSPITALITY SERVICES JOB OVERVIEW**

**Position Title: Student Ombudsperson (2 Positions Available)**  
**Part Time: Mid August – April 30<sup>th</sup> (Approx. 8-10 hours per week)**  
**Incumbent: New Hire**

**Please email cover letter and resume to: [beacha@queensu.ca](mailto:beacha@queensu.ca) by Thursday, April 14<sup>th</sup>, 2011. Only those selected for an interview will be contacted.**

### **Position Summary:**

Reporting to the Manager, Hospitality Services, the Student Ombudsperson acts as a liaison between Queen's Hospitality Services and the student meal plan holders on campus. The incumbent's role is to create an open, impartial channel of communication through which information, opinions, and recommendations can easily flow. This involves soliciting feedback from students through formal surveys, email, and social networking sites as well as informal discussions within the dining halls and at retail locations. The Ombudsperson will ensure that all feedback is communicated to the appropriate manager in a timely manner and that positive action is taken whenever appropriate. This individual will have an understanding of the perspective of both Hospitality Services and the students thus will often be expected to resolve issues independently.

### **Duties and Responsibilities:**

- To acquire a broad understanding of Hospitality Services operations on campus through extensive tours of the dining halls and retail outlet as well as meetings with the Food Service Managers at each location
- To create and maintain effective communication with students and the various parties involved in Hospitality Services
- Create and maintain an Ombudsperson Facebook and Twitter account
- Be aware of current and developing issues pertaining to Hospitality Services and the foodservice industry as a whole
- Establish a process for dealing with enquiries and student grievances, including a guideline for reporting the information/grievance, and expected response time
- To contribute ideas and suggest process changes through personal observation and suggestions received from students
- To dine regularly in each of the assigned food service locations

- To conduct one formal survey per semester in each of the assigned food locations and present results to the food committee
- To be an active member of the food committee, and attend monthly meetings
- To attend Food Service Managers meetings at least once per month to share feedback received on individual units
- Assist in the preparation and distribution of Hospitality Services promotional materials
- Gain exposure at the beginning of the academic year by attending orientation events, resource fairs, and other student events to introduce your role, and handout any relevant foodservice information
- To meet with Res Life Coordinators, Dons and Hall Council members before or during orientation week to introduce the position and handout relevant material
- Responsible for developing and maintaining files for the Ombudsperson to provide a solid base for the succession of role
- Participate in relevant meetings as they arise, and perform other duties as required

**Requirements:**

- Must be a full time undergraduate student
- An awareness of Queen's Hospitality Services operations
- Experience in the food services industry is a definite asset, with knowledge of best practices and standards
- Must maintain complete impartiality in dealing with all parties
- Ability to work independently with little supervision is critical in this newly created role
- Exhibit a high level of personal integrity
- Strong interpersonal and communication skills, both oral and written
- Professional manner with customer-service orientation
- Possess leadership skills and ability to initiate change
- Strong cross-cultural competencies, with ability to address cultural and demographic variations on campus
- Demonstrated creativity in problem-solving and conflict resolution
- Availability in mid-late August for full time training sessions, and preparations for Orientation
- Sufficient time and flexibility in academic schedule to meet the demands of the role, and attend meetings/events on campus as required