



Employment Application

Queen's University Residence

Completed application and resume may be emailed to lindsay.stoness@queensu.ca or submitted to any of the Residence Front Desks, attention Lindsay Stoness (Victoria Hall, Watts Hall, Leggett Hall, Waldron Tower or Jean Royce Hall) by Sunday February 18th, 2018.

RETURNING APPLICANTS – Previous Desk Reps from 2017 summer or academic are only required to submit an Application.

Position Selection

Please check all applicable boxes of the position(s) you are applying for. See job descriptions on page 2.		
1. Desk Representative – Academic Year (Sept 2018-April 2019) Queen's Student's ONLY Required to work a minimum of six 8 hour shifts per four week schedule (2 midnights) Remuneration \$14 per hour	YES <input type="checkbox"/>	NO <input type="checkbox"/>
2. Guest Services Representative – Summer (May 2018-August 2018) 30 hours guaranteed, plus opportunity for up to 44 hours per week Some midnight shifts required Remuneration \$14 per hour	YES <input type="checkbox"/>	NO <input type="checkbox"/>
3. Night Auditor/ Guest Services Representative – Summer (May 2018-August 2018) 30 hours guaranteed, plus opportunity for up to 44 hours per week 2-3 midnight shifts required per week Remuneration \$14 per hour	YES <input type="checkbox"/>	NO <input type="checkbox"/>

Applicant Information

Full Name: _____
Last
First
M.I.

Address: _____
Street Address
Apartment/Unit #

City
Province
Postal Code

Phone: _____ Email _____

How did you hear about the position? _____

Are you eligible to work in Canada? YES NO Have you ever been convicted of a criminal offence, for which a pardon has not been granted? YES NO

Academic Desk Representative Applications Only

Faculty _____

Your year of Study as of September 2018 _____ Expected Graduation Year _____

Disclaimer and Signature

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.

Only those chosen for an interview will be contacted.

Signature: _____ Date: _____

Job Descriptions

In order to be a Desk Representative, Guest Services Representative and/or Night Auditor you must attend the applicable **mandatory** training.

Desk Representative Training - August 29th and August 30th 2018

Guest Services/Night Auditor Training - May 1st, 2nd, 3rd and 4th 2018

1. Desk Representative - Academic (*Queen's Student's only*)

We are looking for friendly and motivated individuals to work at our front desks in a customer service role. The ideal candidate should have experience with multitasking, customer service, and have great attention to detail. You will be corresponding with students, staff and guests through email, phone and in person. Candidates should be comfortable working independently, 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.

- Examples of services and tasks at the front desk
 - Receiving and processing mail and parcels
 - Signing out and auditing keys
 - Financial Transactions
 - Checking students in and out of Residence
 - Answering students, staff and customer's questions
 - Administrative tasks as assigned
- Required to work all shifts including midnights, days, evenings and weekends (we accommodate your academic schedule)
- Typically shifts are 8 hours (12am-8am, 8am-4pm, 4pm-12am)

2. Guest Services Representative - Summer

We are looking for friendly and enthusiastic individuals to work at our front desk in a guest services role. The ideal candidate should have experience with customer service, communication, problem solving and organization. You will be corresponding with 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.

- Examples of services and tasks at the front desk
 - 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
 - Financial Transactions including deposits, cash, credit and debit transactions, counting floats, etc.
 - Administrative Tasks as assigned
 - Provide information about Kingston and Queen's Campus
- Required to work all shifts including midnights, days, evenings and weekends
- Midnight shifts are 12am-8am, afternoon and evening shift lengths vary

3. Night Auditor/Guest Services Representative – Summer

We are looking for organized and detail oriented individuals to work at our front desk in the Night Auditor/Guest Services Representative role. The ideal candidate must be comfortable working midnight shifts (12am-8am) and working both independently and in a team environment. They should have excellent time management skills and a meticulous work ethic. Previous night audit experience is considered an asset.

- ***During Guest Services Representative shifts staff will complete tasks listed above in description #2. During Night Audit shifts the candidate will complete tasks listed below***
- Examples of Night Audit responsibilities
 - Process no show charges
 - Run end of shift reports to deposit all transactions from that day
 - Print in house, expected arrivals and departures lists
 - Complete Key inventories/audits
 - Print Housekeeping reports
 - Administrative tasks as assigned
- Required to work all shifts including midnights, days, evenings and weekends (midnight shifts are 12am-8am)