



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) no later than Sunday January 31st, 2019. Access our application online at https://residences.housing.queensu.ca/residence-services/working-for-residences/

RETURNING APPLICANTS – Previous Desk Reps from 2018 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. Job descriptions on page 2. You can apply for as many positions as you like and we will decide where you are best suited if you are a chosen candidate for the job.

Table with 3 columns: Position Description, YES, NO. Rows include: 1. Desk Representative – Academic Year (Sept 2019-April 2020) Queen's Students ONLY; 2. Guest Services Representative – Summer (May 2019-August 2019); 3. Night Auditor – Summer (May 2019-August 2019); 4. Team Lead Guest Service Representative Summer (May 2019-August 2019).

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, Night Auditor or a Team Lead Guest Services Representative you must attend the applicable **mandatory** training.

### 1. Desk Representative - Academic (*Queen's Students 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 Queen's
  - Checking students in and out of Residence
  - Answering students, staff and customer's questions
  - Administrative tasks as assigned
- Will be assigned 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
- Shifts vary in length from 3 hours to 8 hours

### 3. Night Auditor – Summer

We are looking for organized and detail oriented individuals to work at our front desk in the Night Auditor 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.

- 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
- All Night Audit shifts will be 12am-8am
- Night Auditors can also pick up and or be assigned weekend, evening and day shifts

### 4. Team Lead Guest Services Representative – Summer

We are looking for organized and detail oriented individuals to work at our front desk in the Team Lead role. The ideal candidate must be comfortable leading other coworkers and overseeing task completion daily. They should have excellent time management skills, meticulous work ethic and confident communication skills. Previous supervisory or team lead experience is an asset.

- ***Team leads will act as an extension of our full time desk representatives, to ensure work is completed correctly and efficiently during their shifts.***
- Examples of Team Lead responsibilities
  - Ensure Guest Service Representatives are completing tasks correctly
  - Ensure all tasks are being completed in full
  - Provide feedback, advice and support on operational processes and procedures
  - Accountable for ensuring completion of assigned tasks by the Senior Desk Representatives or the Desk Supervisor
  - Collaborate with the Senior Desk Representatives and Desk Supervisor to complete tasks in a timely manner
  - All front desk duties as outlined above in the guest service representative position (#2)
- All Team Lead shifts will be 2pm-10pm
- Team Leads can also pick up and or be assigned weekend, evening and day shifts