



Interested applicants should send resume with completed application via email to [cw2@queensu.ca](mailto:cw2@queensu.ca) no later than **October 8th, 2021**.

Successful candidates will be invited to a virtual interview process (approximate interview dates are October 13-15, 2021)

Access our application online at

<https://residences.housing.queensu.ca/residence-services/working-for-residences/>

**Position Selection**

We are Hiring for the following position:

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| <p><b>Desk Representative – Academic Year (ASAP-April 2022)</b><br/><b>Queen's Student applicants</b></p> <p>Assigned approximately 1-3 shifts per week</p> <p>Shift lengths are varied by location but typically fall between 4.5- 8 hours in length<br/><u>Some weekends/ midnights required</u></p> <p>Remuneration \$14.25 per hour</p> | <p>Role Summary</p> <p>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.</p> <ul style="list-style-type: none"> <li>• Examples of services and tasks at the front desk <ul style="list-style-type: none"> <li>○ Receiving and processing mail and parcels</li> <li>○ Signing out and auditing keys</li> <li>○ Checking students in and out of Residence</li> <li>○ Answering students, staff and customer's questions</li> <li>○ Administrative tasks as assigned</li> </ul> </li> <li>• We accommodate to your academic schedule</li> <li>• Typically shifts are 8 hours (12am-8am, 8am-4pm, 4pm-12am)</li> <li>• Shifts may be split or reduced to 3, 4 or 5 hour blocks based on operational needs</li> </ul> |
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**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 Information**

Faculty \_\_\_\_\_

Your year of Study as of September 2021 \_\_\_\_\_ 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: \_\_\_\_\_