

# Queen's University Front Desk Representatives Job Descriptions

2022-2023



## POSITIONS AVAILABLE

Front Desk Representative; Academic Year (open to Queen's students only August- May)

Team Lead- Summer Conference Season (Late April- Late August)

Night Auditor- Summer Conference Season (Late April- Late August)

Guest Services Representative- Summer Conference Season (Late April- Late August)

Please note: that individuals may hold both Academic year and Summer Conference positions, but not more than one summer position.

## HOURS OF WORK

Hours of work at any Front Desk location are dependent on the season you are working. You will be scheduled to work at any of our various locations (Academic Year= Victoria Hall, Leggett Hall, Watts Hall, Jean Royce Hall and the Mail & Parcel Depot or David C. Smith House and other pop up locations). At the Front Desks, many of our operations are 24/7 so candidates must be able to work independently and various shifts, especially nights and weekends, including weekday midnight shifts (12 am – 8 am) shifts. Employees are assigned shifts types and at all residence desks.

## JOB SUMMARY

Under the supervision of the Assistant Manager; Front Desk Services, all Front Desk Representatives provides a variety of services and information to the residence student population, parents, staff and summer conference guests; working a variety of shifts (daytime, evenings, midnights, weekdays & weekends) at the Residence Desks. Responsibilities of this position include: providing excellent customer service and referrals; check ins and outs of both student and conference guests; providing information about the campus and the Kingston area; signing out various supplies and materials such as spare keys/ swipe cards, amenities or equipment; maintaining communications with all internal and external stakeholders (other Front Desk Representatives, members in Housing and Ancillary Services or other University Departments and guests of Queen's); 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.

## ELIGIBILITY

1. If registered in the Faculty of Education or the School of Nursing, you must be able to fulfill your scheduled requirements.
2. If you are an Orientation Leader, you must be able to fulfill your Desk Services Representative training requirements. This will take priority over Orientation Leader training.
3. Be legally entitled to work in Canada, or possess a valid student visa.
4. Be able to work shift work, including midnight shifts (12 am – 8 am).
5. Be committed to work, time-off requests will be reviewed on an individual basis and are not guaranteed.
6. Submit a satisfactory Canadian Police Information Check (CPIC) and Vulnerable Sector Check prior to **your start date**. It is the employee's responsibility to maintain a clean CPIC and Vulnerable Sector

Check for the duration of your employment in this role with Queen's. Any lapse may have implications for your continued employment status. The University can require that you produce a new Letter of Clearance at any time. In addition, you are also required to immediately disclose to the University any occurrence and/or circumstances(s) that might impact your ability to receive a clear CPIC or Vulnerable Sector Check.

### **TERMS OF EMPLOYMENT**

1. This casual employment is for one summer/academic term (April 2022 - May 2023), one summer term (April 2022 – August 2022), or one academic term (August 2022 - May 2023).
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 02 and extends to the last day of work in April. This includes all long weekends, Homecoming and Reading Weeks.
3. Front Desk Representatives report directly to the Assistant Manager; Front Desk Services
4. Front Desk Representatives must abide by the policies and procedures as outlined by Housing & Ancillary Services, the Employee Handbook and the University Code of Conduct.
5. The Assistant Manager; Front Desk Services reserves the right to revise the terms of employment, the eligibility requirements, and the duties and responsibilities of Front Desk Representatives to meet any service level deemed necessary.
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**

The University will provide support in its recruitment processes to applicants with disabilities, including accommodation that takes into account an applicant's accessibility needs. If you require accommodation during the interview process, please contact the Assistant Manager; Front Desk Services by email at [cfw2@queensu.ca](mailto:cfw2@queensu.ca) or by phone at (613) 533-6000 x77884.

### **REMUNERATION**

1. Compensation is \$14.25 per hour for Front Desk Representatives/ Guest Services Representative and includes 4% vacation pay.
2. Compensation is \$14.75 per hour for the Night Auditor position and includes 4% vacation pay.
3. Compensation is currently being evaluated for the Team Lead position for the 2022 conference season.
4. 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.
5. Wages are current, pending provincial minimum wage adjustments.

