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)
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; Summer Conference=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 all shifts types and across 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. See Appendix at the end of this document for specific role requirements.

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 24th). 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 or by phone at (613) 533-6000 x77884.

REMUNERATION
1. Compensation is $15.00 per hour for Front Desk Representatives/ Guest Services Representative and includes 4% vacation pay.
2. Compensation is $16.00 per hour for the Team Lead position for the 2022 conference season.
3. 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.
4. Wages are current, pending provincial minimum wage adjustments.
Appendix

Role Descriptions

Team Lead Guest Services Representative (Summer)

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 include:
  - Ensure Guest Services Representatives are completing tasks correctly
  - Ensure all tasks are being completed in full
  - Provide feedback, advice and support on operational processes and procedures
  - Be accountable for ensuring completion of assigned tasks by the Senior Desk Representatives or the Assistant Manager, Front Desk Services
  - Collaborate with the Senior Desk Representatives and Assistant Manager, Front Desk Services to complete tasks in a timely manner
  - All duties outlined in the Guest Services Representative position

- All Team Lead shifts are currently under review and based on operational needs

Team Leads can also pick up and/or be assigned weekend, evening and daytime Guest Services Representative shifts

Guest Services Representative (Summer)

The ideal candidate should have experience with customer service, problem solving and organization. Excellent communication skills are required as our Front Desk staff correspond with staff and 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 include:
  - 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
  - Processing financial transactions including deposits, cash, credit and debit transactions, counting floats, etc.
  - Completing administrative tasks as assigned
  - Providing information about Kingston and Queen’s Campus

- All Guest Services Representatives are required to work all shifts including midnights, days, evenings and weekends

- Shifts vary in length from 3 hours to 8 hours
Front Desk Representative – Academic Year *(Queen’s Students only)*

The ideal candidate should have experience with multitasking, customer service, and have great attention to detail. Excellent communication skills are required as our Front Desk staff correspond 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 include:
  - Receiving and processing mail and parcels
  - Signing out and auditing keys
  - Processing financial transactions
  - Checking students in and out of Residence
  - Answering students, staff and customers’ questions
  - Completing administrative tasks as assigned

- Front Desk staff are assigned to work all shifts including midnights, days, evenings and weekends
- We accommodate student academic schedules; it is the responsibility of the staff to ensure their availability is up to date and current.
- Typically shifts are 8 hours (12am-8am, 8am-4pm, 4pm-12am)

Shifts may be split or reduced to 3, 4 or 5 hour blocks based on operational needs.