

Student Desk Clerk

Student Housing Services, Facilities & Desk Services

Employment Dates: Saturday, August 17, 2024 – Thursday, May 1, 2025

Starting Wage: \$16.50/hour

Application Deadline: Sunday, February 11, 2024

Are you looking for a part time job for the Fall and Winter semesters but want shifts that work around your class schedule? We are looking for individuals that have a passion for customer service, and thrive in a fast-paced and team-oriented environment.

Requirements of the position include:

- Must be a registered student with the University of Guelph
- Available to work up to 24 hours per week
- Intermediate working knowledge of Microsoft 365, including Word, Excel, and Outlook
- Previous experience in customer service preferred

Other Qualifications and Skills:

Applicants should possess strong communication and teamwork skills, and previous experience in customer service roles. You must be able to work a variety of shifts including – weekends, midnights, evenings, days, and statutory holidays. Knowledge of the University campus, University website and Student Housing Services website is essential to this position. Student staff must be knowledgeable of the University's and the City of Guelph's resources available to students and guests. Must be able to react quickly and demonstrate problem solving skills during challenging situations (i.e. calling in appropriate services and staff when there is a crisis situation while on shift). Student staff must be proficient in using MS Word, Excel, Outlook email and calendar.

Position Summary:

This is a part-time position (maximum 24 hours/week), during the Fall 2024 and Winter 2025 semesters. The desk operation runs 24 hours and 7 days a week, meaning the Student Desk Clerks are required to work a variety of shifts (days, afternoons, evenings, weekends, and midnights) to support operational needs. The Residence Desks are often busiest on evenings, weekends, holidays, and during special events, and Student Desk Clerks will be scheduled to support operations during these times. Student Desk Clerks will be required to attend a training program beginning approximately August 17, and a one day training session in early January. The desks are operational during Reading Week and on statutory holidays and Student Desk Clerks will be expected to work if scheduled.

This position is primarily customer service oriented. The Student Desk Clerks provide services and information to the student population, parents, visitors and University staff. This is a great opportunity for anyone wanting administrative experience and for those who want to build on already developed team work, communication, customer service and problem solving skills.

Essential Functions:**Customer Service –**

Providing information and services to students, visitors, contractors, and other University of Guelph staff, primarily in-person, over the phone, or via email. Desk Staff should have thorough knowledge of University of Guelph and City of Guelph resources and be able to direct customer accordingly.

Administrative Tasks –

Maintaining accurate information and resources in a high-traffic environment is essential. Staff will need to prioritize tasks, traffic, and communication needs while ensuring that all information is recorded and communicated accurately and efficiently. Tasks may include signing out keys and equipment to students, sorting and distributing mail, submitting work orders, and dispatching on-call personnel.

Other –

The Residence Desks are the first point of contact for many students and staff, especially outside of regular business hours. Desk Staff will need to initiate emergency response procedures when required and dispatch appropriate response teams. Staff have regular access to personal and private information of guests and residents, and preserving confidentiality is essential.

The responsibilities listed above are not exclusive duties of the Student Desk Clerks; they will be required to follow any other instructions and perform any other related duties as specified by the Desk Services Assistant Manager or their designate.

Application Instructions:

Interested in joining the team? Please fill out an Application Form via the link below!

Application Form: https://uoguelph.eu.qualtrics.com/jfe/form/SV_bK4dll6w2KLFiQe

If you have any questions regarding the positions, please contact Abby Weagant, Desk Services Assistant Manager, and Joanne Mead, Desk Services Manager, at deskschd@uoguelph.ca.

At the University of Guelph, fostering a culture of inclusion is an institutional imperative. The University invites and encourages applications from all qualified individuals, including from groups that are traditionally underrepresented in employment, who may contribute to further diversification of our Institution.