

# Summer Crew

## Student Housing Services, Facilities & Desk Services

**Employment Dates:** Monday, April 22, 2024 – Monday, September 2, 2024

**Starting Wage:** \$17.00/hour

**Application Deadline:** Sunday, January 21, 2024

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Do you have a passion for customer service and want to gain experience in the hotel and hospitality industry? The Summer Crew plays a key role in preparing accommodations for conference and hostel guests staying on the University of Guelph campus in the summer. Consider joining our team this summer!

### **Requirements of the position include:**

- Must be a registered student with the University of Guelph
  - o You do NOT need to be registered in classes for the S24 semester
- Must be available to work 35 hours per week, including weekends and occasional evenings
- Must possess a valid class G Ontario drivers license
- Able to lift up to 50lbs on a regular basis

### **Other Qualifications and Skills:**

Strong communication and teamwork skills are required, and experience in customer service is preferred. Knowledge of the University campus and resources, and an understanding of Student Housing Services 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. Applicants must be comfortable lifting and moving heavy materials and working in summer temperatures.

### **Position Summary:**

The Summer Crew position begins immediately after the students check out of Residence in April, and continues up until the new residence students check-in on Labour Day Weekend. The Summer operation runs 24 hours a day, 7 days a week, meaning that our hostel and conference operation operates every day of the summer including weekends and statutory holidays. Summer Crew members will not always have the traditional Saturday and Sunday weekend off. The shift schedule is dependent on the needs of the Summer Conference and Hostel operations; however, most shifts will follow an 8:30am-4:30pm day schedule (7.5 hours per day, 0.5 lunch break = 35 hours per week).

This position is primarily customer service oriented. The Summer Crew provides services and information to conference delegates, hostel guests, visitors and University staff. The Summer Crew will be trained to service conference and hostel guest rooms, and to conduct certain residence facilities tasks.

**Essential Functions:****Room Servicing –**

Preparing residence rooms for incoming conference and hostel guests including making the beds, providing fresh towels and disposing garbage from rooms; lifting and transporting bundles of linen and towels of about 25 pounds, and being on foot for prolonged periods of time; maintaining an inventory of linen supplies; posting informational signage.

**Facilities Tasks –**

Preparing the residence rooms and buildings for future students between occupancy. Tasks may include posting informational signage and stickers, painting bulletin boards, maintaining life safety devices such as smoke detectors and pull stations as directed, and other duties as required.

**Other –**

Please note due to the amount of linen being transported, this position is physically demanding. Your primary work location is within the residence buildings, most of which do not have air conditioning. Being able to handle physically demanding activity in the heat is important for this role.

The Summer Crew is required to assist with Fall Move In which takes place on Labor Day Weekend (August 30 through September 2).

***The responsibilities listed above are not exclusive duties of the Summer Crew; 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.***

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**Application Instructions:**

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

A resume and cover letter are required which you will submit through the Application Form.

Please note that a reference from a previous employer is also required. The submission deadline is **Sunday, January 21st at 11:59pm.**

Application Form: [https://uoguelph.eu.qualtrics.com/jfe/form/SV\\_bCxaAvfCpKJeHAI](https://uoguelph.eu.qualtrics.com/jfe/form/SV_bCxaAvfCpKJeHAI)

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](mailto: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.***