



Summer Student Job Opportunity in Housing & Residence Life

Housing & Residence Life is a department that falls under the Student Affairs umbrella and is integral as a complement to academics at Toronto Metropolitan University. Housing & Residence Life supports over 1,000 residents on-campus in all three of our current residences, specifically Pitman Hall (PIT), International Living/Learning Centre (ILC), and Daphne Cockwell Complex (DCC). It is the central administration that drives the three main functions of Student Housing: Admissions, Residence Life, and Facilities. Housing & Residence Life is truly a dynamic work environment and will provide an invaluable experience to whoever is granted the position. Toronto Metropolitan University is strongly committed to fostering diversity within our community. We encourage applications from members of groups that have been historically disadvantaged and marginalized, including First Nations, Metis and Inuit peoples, Indigenous peoples of North America, racialized persons, persons with disabilities, and those who identify as women and/or 2SLGBTQ+. All qualified candidates are encouraged to apply but applications from Canadians and permanent residents will be given priority.

POSITION:	Guest Services Agent - 28 positions
DEPARTMENT:	Housing & Residence Life
CONTRACT TERM:	April 27, 2026 - August 30, 2026
REPORTING TO:	Reception and Residence Service Desk Facilitator
COMMITMENT TO WELLNESS	
Your primary responsibilities outside of this position are your holistic wellbeing, as well as academic success. Housing & Residence Life feels that a balance of success in these areas will allow you to best support the communities we have living in our residences. Toronto Metropolitan University's understanding of mental well-being is: "the capacities of each and all of us to feel, think, and act in ways that enhance our ability to enjoy life and deal with the challenges we face. It is a positive sense of emotional and spiritual well-being that respects the importance of culture, equity, social justice, interconnections, and personal dignity." For Housing & Residence Life, this includes knowledge, security and understanding of personal well-being, academic support, financial literacy related to your role and understanding of work scope and process to support you where you are at and where you want to be. Toronto Metropolitan University is committed to the success of all its community through ongoing dedication to creating and sustaining a supportive campus culture and institutional ethos without stigmatization and discrimination with regard to mental health.	
RESPONSIBILITIES	
A Guest Services Agent should be capable of functioning independently and as part of a team, have exceptional attention to details, and possess excellent communication, customer service, and multitasking skills. Guest Services Agents are responsible for reservations, check-ins and check-outs while providing an exceptional customer experience to guests from arrival through to departure.	
DUTIES INCLUDE	
• Access control - ensuring only residents/registered guests are permitted in the building, that guests are signed in properly, and that access to the parking garage is controlled and monitored. • Guest Services - answering and assisting with guest requests/complaints and facilitating communication with other department partners, such as housekeeping, maintenance and food services for proper follow-up. Expected to maintain a clean and professional workspace. • Check-in/Check-Out - following proper check-in and out procedures while providing a high level of service for visitors/guests. • Reservations - responding to inquiries over the phone and in person about the Housing & Residence Life (HRL) facilities; receiving and entering reservation requests. • Concierge - providing information, directions and general help to students/guests in person and over the phone. • Shift Reporting - logging all incidents during shift for review by - and communication with - other team members • Confidentiality - maintaining confidentiality in accordance with the Freedom of Information and Protection of Privacy Act (FIPPA) and complying with Payment Card Industry (PCI) standards; properly following key replacement procedures; safeguarding communication that contains sensitive information. • Working individually - multi-tasking self-starters who should seek out jobs during quiet periods and be able to work efficiently during busy periods. • Cross-Training- to increase job flexibility and versatility, this position will be cross-trained as Night Auditors and Summer Operation Agents; GSAs will be expected to support other teams as requested. • Mail - signing for packages; ensuring proper documentation of all packages is logged; preparing return mail for mail carrier to pick up; proper organization of packages and mail to be picked up by guests/students. • Other duties as assigned by Housing & Residence Life Office Housing & Residence Life operates 7 days a week - all staff must be available to work varying shifts as business dictates between 7:00 a.m. and 12:00am.	
QUALIFICATIONS	
• Must be a full-time Toronto Metropolitan University student • Preferences will be given to those with previous hospitality front desk experience or equivalent • Excellent customer service skills • Excellent communication skills, both written and verbal • Excellent knowledge of residences and campus • Strong interpersonal skills • Ability to exercise independent judgment, take initiative and be creative when dealing with situations • Ability to multi-task and work independently • Ability to organize, plan ahead and manage workflow in an efficient manner • Must be efficient, organized and pay great attention to detail • Must be extremely tactful, diplomatic and understand the need for confidentiality • Must be dependable and flexible to take alternate and additional shifts as needed • Knowledge of Microsoft Word, Excel, Google Drive and property management systems an asset • Hold a minimum 2.33 GPA	
REMUNERATION:	\$19.00 / hour, approximately 29-36.25 hours / week
CONTACT FOR INQUIRIES:	Monica Gamboa, Reception & Residence Service Desk Facilitator, reservations@torontomu.ca
DEADLINE TO APPLY:	Applications and resumes must be submitted online by Friday, January 30, 2026 at noon by filling out the following: https://forms.gle/nsmR3men3AFA4PHE8