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:	Summer Operation Agent - 3 positions
DEPARTMENT:	Housing & Residence Life
CONTRACT TERM:	April 29, 2024 - August 23, 2024
REPORTING TO:	Guest Services Administrator

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

The Summer Operation Agent (SOA) should be capable of functioning independently and as part of a team, is attentive to details and possesses excellent communication skills. The individual must possess strong organizational skills to plan and manage work independently. SOA's are responsible for scheduling cleaning services for all guest rooms, providing support to the cleaning contractor, following up on housekeeping concerns, ordering and receiving supplies and laundry services, as well as controlling inventories and reconciling invoices. The individual must be able to stand/walk continuously as the SOA performs multiple room inspections daily to ensure the level of cleanliness is at a satisfactory level.

DUTIES INCLUDE

- **Work Assignment** - coordinates, forecasts and assigns the cleaning contractors to clean rooms based on operational needs.
- **Inspections** - inspect all rooms and key cards prepared for daily arrivals and report any deficiencies to the housekeeping and maintenance team. Performs room switches when necessary and re-programming of keys.
- **Reconciliation** - responsible for ensuring the numbers of room cleanings provided by the cleaning contractor are invoiced appropriately and accurately. Resolve discrepancies in bi-weekly meetings and file away related documents for operational records.
- **Ordering and Receiving** - orders and receives guest room supplies and laundries, while ensuring items/services ordered are invoiced and delivered in a timely manner for business and submitted for payment processing
- **Inventory** - controls and maintains inventory on current stock of supplies including linens, signage, bathroom toiletries, etc. in back rooms and at each desk.
- **Transition** - facilitate the transition of summer operation to school-year residence operations.
- **Front Desk Duties** - when not occupied by other SOA-specific duties, assist the front desk by following proper check-in and out procedures while providing a high level of customer service for visitors/guests.
- **Shift Reporting** - logging all incidents during a shift for review - and communication - with other team members.
- **Liaising with Front Desk-** liaises with the front desk team on the room status of arriving and departing guests and addresses guest concerns regarding room cleanliness.
- **Confidentiality** - maintain confidentiality in accordance with the Freedom of Information and Protection of Privacy Act (FIPPA) and comply with Payment Card Industry (PCI) standards; key replacement procedures are properly followed, and communication that contains sensitive information is safely guarded.
- **Cross-Training** - to increase job flexibility and versatility, this position will be cross-trained as a Guest Service Agent.
- Other duties as assigned by Housing and Residence Life Office including emergency laundry

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. SOA shifts usually start and end between 9am - 6pm

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
- Able to continuously stand or walk
- Able to lift up to 25 pounds occasionally
- Able to organize, plan ahead and manage workflow
- 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:	$17.25 / hour, approximately 29-36.25 hours / week
CONTACT FOR INQUIRIES:	Monica Gamboa, Reception & Residence Service Desk Facilitator, hgamboa@torontomu.ca
DEADLINE TO APPLY:	Applications and resumes must be submitted online by Friday, February 2, 2024 at noon by filling out the following: https://forms.gle/uTHB9MMzDnRUPE5s7