



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:	Night Auditor - 5 positions
DEPARTMENT:	Housing & Residence Life
CONTRACT TERM:	April 27, 2026 - August 30, 2026
REPORTING TO:	Reception and Residence Service Desk Facilitator & Residence Operations and Hotel 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 Night Auditor (NA) should be capable of functioning independently and as part of a team, has exceptional attention to details, is comfortable with numbers and technology, possesses excellent communication, customer service, and multitasking skills, and demonstrates an ability to exercise independent judgment. NA are responsible for reconciling day-to-day financial transactions, transitioning the property management system into the next business day, preparing financial and departmental reports, and creating arrival packages (including the programming of keys) for next-day operations.	
DUTIES INCLUDE	
• Nightly Hotel Operation - transitioning system into the next business day by reconciling all financial transactions, closing all electronic cards and cash payments, and preparing next-day needs: departmental reports and preparation of next-day arrival packages. • Financial Reporting - ensuring revenue sources are reported accurately by posting adjustments to balance the books if necessary and filing away financial documents at the end of the shift. • Shift Reporting - logging all incidents during the shift for review - and communication with - other teammates • Guest Services - answering and assisting guest requests/complaints and facilitating communication with other department partners, such as housekeeping, maintenance, and food services for proper follow-up. Deescalating customer service situations without the presence of a supervisor. • Check-in/Check-Out - following proper check-in and out procedures while providing a high level of customer service for visitors/guests. • Reservations - responding to inquiries in person and over the phone about the HRL facilities and entering reservation requests • Concierge - providing information, directions and general help to students/guests in person and over the phone • Confidentiality - maintaining confidentiality in accordance with the Freedom of Information and Protection of Privacy Act (FIPPA) and complying with Payment Card Industry (PCI) standard; following key replacement procedures; safeguarding communication that contains sensitive information • Cross-Training - to increase job flexibility and versatility, this position will be cross-trained as a Guest Service Agent and Summer Operation Agent. • Access control - ensuring that only residents/guests are permitted in the building; that guests are signed in properly and controlling building access to the parking garage. • Mail - signing for packages, ensuring proper documentation of all packages is logged, preparing return mail for the mail carrier to pick up, and maintaining desk cleanliness and package orderliness. • 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. <u>This position works in the evenings and overnights with shift times from 11pm-7am or 12 Midnight-8am</u>	
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 • Basic to intermediate mathematical skills • 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:	\$20.00 / 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