



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 Experience Lead - 3 positions
DEPARTMENT:	Housing & Residence Life
CONTRACT TERM:	March 18, 2024 - August 23, 2024
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

The Guest Experience Lead (GEL) is a supervisory role that works with the Reception and Residence Service Desk Facilitator, the Guest Services Administrator, and the Group Accommodations Facilitator to manage the Guest Service Agent (GSA) team. The individual must possess the ability to exercise independent judgment and deal with situations using tact and diplomacy. GEL's are responsible for supervising the on shift desk team (~15 individuals) to ensure an exceptional customer experience is provided to students/guests throughout their stay from reservations through to departures. GEL's are also responsible for de-escalating problems at the desk in accordance with HRL policies and procedures.

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
- **Day-to-Day Team Organization** - supervising the front desk team to ensure proper adherence to company policies and security requirements and to ensure all functional units are in accordance where required. Delegating supportive tasks to GSA team members efficiently and strategically.
- **Staff Support** - assisting the Reception and Residence Service Desk Facilitator, Guest Services Administrator, and Group Accommodations Facilitator in carrying out the duties of coordinating day-to-day operational needs. Participating in weekly check-ins with professional staff to ensure operational success.
- **Observations** - Completing observations of GSAs to ensure that performance is continually monitored and feedback is being delivered at the moment needed with respect and kindness. Peer-to-peer and employee coaching is expected to encourage the growth of all team members.
- **Guest Services** - ensuring guests' requests/complaints are resolved quickly, efficiently and courteously in accordance with HRL policies and procedures. Supporting the GSAs when faced with particularly challenging guest service situations.
- **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 about the Housing & Residence Life (HRL) facilities, and receiving and entering reservation requests. Supporting GSAs with challenging booking questions and entering reservations as needed.
- **Concierge** - providing information, directions and general help to students/guests in person, over email and over the phone.
- **Shift Reporting** - logging all incidents during the 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. Monitoring if confidentiality is being kept at the desks, and reporting any concerns to the supervisor.
- **Cross-Training** - to increase job flexibility and versatility, this position will be cross-trained as Night Auditors and Summer Operation Agents. Guest Experience Leads will be expected to support other teams as requested. They will also be expected to support ongoing on-the-job training.
- 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:	\$18.25 / hour, approximately 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/uTHB9MMzDnRUPE5sZ