

## **JOB DESCRIPTION**

### Front Desk Assistant

**Department:** Desk Services, Student Development and Residence Life, Housing and Residences

**Grade:** Part-time

**Remuneration:** \$10.50/hour

### **GENERAL ACCOUNTABILITY**

- The incumbent is accountable to the Manager and Coordinator of Desk Services.
- The incumbent is responsible for providing consistent outstanding customer service and for ensuring the smooth operation of the office during each scheduled shift.

### **NATURE AND SCOPE**

- The University of Waterloo residence system accommodates over 5,100 students. The primary aim of the department of housing and residences is to provide a safe and enjoyable living environment which is conducive to academic study and positive social experiences.
- The Front Desk Assistant must possess good judgment, decision making skills and effective communication skills in order to deal with students, parents, visitors, Dons, Peer Leaders and University staff in a sensitive, diplomatic and harmonious manner.
- The incumbent must interact with and maintain a strong rapport with Dons, Peer Leaders, other Front Desk Assistants and residence staff at all times.

### **CUSTOMER SERVICE RESPONSIBILITIES**

- Provide excellent, professional and consistent customer service.
- FDAs will treat students, staff and visitors with respect and offer a polite, friendly and knowledgeable experience
- Provide accurate information about the UW Residences, including services, policies, processes, procedures, etc.
- FDAs will assist students to the best of their ability, or direct them to the appropriate personnel
- FDAs will consult the resources available to them (SharePoint, Front Desk manual, Team Leader, website, etc).
- Respond to all routine telephone calls and general inquiries in a friendly, helpful and professional manner at all times

## **FRONT DESK/TEAM RESPONSIBILITIES**

- Provide accurate information about the UW Residences, including services, policies, processes, procedures, etc.
- Handle all monies and financial transactions at the front desk while on duty
- Reconcile cash float at the beginning and end of each shift following FDA cash handling policies
- Book out equipment in accordance with procedures approved by the Co-ordinator and/or Manager of Desk Services
- Send or receive faxes, sell stamps and envelopes, and collect appropriate charges, if necessary
- Make photocopies for students (when front photocopier is out of order) and collect appropriate charges
- Monitor public space with assistance of surveillance cameras (if applicable)
- Complete any office tasks as required by the Team Leader, Co-ordinator and/or Manager

## **COMMUNICATION**

- FDAs will communicate the events of their shift with the FDA scheduled after them, orally and via SharePoint
- A FDA is responsible for checking their SharePoint, and Desk Services email messages and responding efficiently.
- A FDA will communicate respectfully with University and residence staff and students.
- In the event an emergency situation occurs, it is imperative that FDAs pass along all pertinent information to the appropriate staff and students. In the event of an emergency, information is on a need-to-know basis. FDAs are required to remain behind the front desk and to call all necessary individuals to help.
- Record in the SharePoint Log any repairs, damages, lost keys/issued keys, lock outs, lost and found items, or any other pertinent information

## **QUALIFICATIONS**

- Registered full-time University of Waterloo student.
- Awareness and understanding of the needs of students living in residence.
- Awareness of services and special events happening on campus and in the Waterloo Region.
- Self-motivator and strong sense of initiative; possess excellent judgment a strong commitment to customer service with the ability to problem-solve and work independently.

- Excellent communication skills, including active listening, assertiveness, and diplomacy.
- Outstanding customer service skills
- Team player attitude
- Willing to work days, evenings, weekends and holidays including a 12 a.m. to 8 a.m. shift if assigned.

### **ASSETS**

- Currently living in a University of Waterloo residence.
- Completion of one or more student leadership workshops through the department of Organizational and Human Development.

### **CONTRACT PERIOD**

- Commences at the beginning of the mandatory training program for the term for which he/she has been hired and concludes 24 hours after the final scheduled exam each term. FDA's will be required to be available for regular scheduling for the full period of his/her contract.

To apply, please complete the online application on the Housing and Residences website.

Please address any questions to the Coordinator, Desk Services and Living-Learning Administration, Melissa Geoffrey at [mgeoffrey@uwaterloo.ca](mailto:mgeoffrey@uwaterloo.ca)