

# UNIVERSITY OF WATERLOO

## JOB DESCRIPTION

**TITLE:** Front Desk Assistant Mystery Shopper  
**DEPARTMENT:** Housing and Residences, Desk Services  
**EFFECTIVE DATE:** Tuesday, October 11, 2011  
**GRADE:** Casual

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### General Accountability

- The incumbent is accountable to the Coordinator, Desk Services and Living Learning Administration.
- The incumbent is responsible for providing feedback about the Front Desk Assistants at UW Place, Village 1, Ron Eydt Village, Columbia Lake Village and Mackenzie King Village residences for the Fall 2011 term.

### 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 Mystery shopper's identity will be unknown to the Front Desk Assistants being evaluated. The Mystery Shopper will perform specific tasks such as purchasing a product, presenting a scenario, asking questions or registering complaints to the Front Desk Assistant, and will provide detailed feedback about their experiences.

### Specific Accountabilities

- Evaluate and provide feedback on the Front Desk Assistants at various residences by presenting a scenario or problem and observing their quality of customer service and knowledge of policies and procedures
- Provide excellent and professional feedback to the Coordinator, Desk Services and Living-Learning Administration
- Maintain positive working relationships
- Attend Mystery Shopper Training, scheduled for Tuesday, October 11, 2011
- Understand that all information exchanged, as well as the role and identity of the Mystery Shopper is strictly confidential

### Qualifications

- Good judgement
- Excellent observation and decision making skills
- Effective communication skills, including active listening, assertiveness and diplomacy
- University of Waterloo first year undergraduate student
- Willing to work days, evenings and weekends

## **Asset Qualifications**

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

## **Contract Period**

- Commences Tuesday, October 11, 2011 and ends Monday, October 31<sup>st</sup>, 2011
- Mystery Shoppers will be scheduled for approximately two hours per week for three weeks

## **Confidentiality**

- This position requires extreme confidentiality.
- The Mystery Shopper must keep their role as a Mystery Shopper strictly confidential, and must not reveal their role or purpose at the front Desk to *anyone*, including friends, Dons, Peer Leaders or Front Desk Assistants
- The Mystery Shopper results and evaluations of Front Desk Assistants are to be kept strictly confidential, and must not be discussed with anyone but the Desk Services Management Team.

**To apply, please send your resume to Melissa Geoffrey at [mgeoffrey@uwaterloo.ca](mailto:mgeoffrey@uwaterloo.ca).**