

## **JOB DESCRIPTION**

### Team Leader

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

**Grade:** Part-time

**Remuneration:** \$16/hour

### **GENERAL ACCOUNTABILITY**

- The Team Leaders are accountable to the Manager of Desk Services
- The incumbent is responsible for providing great leadership to the Front Desk Assistants and assisting with the smooth operation of the assigned desks.

### **NATURE AND SCOPE**

- The University of Waterloo residence system accommodates over 5,100 students. The primary aim of management is to provide a safe and enjoyable living environment which is conducive to academic study and positive social experiences.
- Desk Services focuses on providing outstanding customer service to residents, visitors, staff and faculty in five residence communities. Additionally, we strive to provide valuable work experiences for students focusing on skill building, personal growth and professional development.
- It is essential that the incumbent possesses good judgement and decision making skills in order to effectively liaise with Front Desk Assistants, other Team Leaders and the Management team. Additionally, the Team Leader will need to develop and maintain a strong rapport with Dons, Peer Leaders and residence staff members throughout their tenure.

### **SUPPORT**

- Provide excellent support, guidance and mentorship to the FDAs at your assigned desk. This will include responding to SharePoint logs in a timely manner, meeting one on one with each FDA on your team per term, and being on call on a rotating basis.
- Conduct one-on-one and team meetings with his/her specific desk, as well as overseeing operations at the area specific desk.

- Assist the FDA team, overseeing them to ensure all processes run smoothly.
- Be available to assist the FDA team with any and all customer concerns or questions should the opportunity arise.
- Mentor and encourage the FDA team to strive to provide superior customer service
- Engage and encourage FDAs to be a part of the team through organizing socials, creating monthly newsletters and contributing the FDA Awards and Appreciation Dinner.
- Meet weekly with your supervisor to focus on professional development and ensure that your goals for the term are attainable. Team Leaders will also be a part of the Desk Services Leadership Team (DSLTL) which has meetings once a month.
- Responsible for setting up an 'on call' schedule with other Team Leaders so provide 24 hour FDA team support, 7 days a week. Team Leaders are to be aware that with any emergency situation, information is expected to be passed onto the Management Team.

### **TEAM LEADER ACCOUNTABILITIES**

- Communicate with the FDA team, through direct and indirect contact, to improve the front desk(s), provide feedback and be a liaison between the FDA Management team.
- Take inventory of desk equipment and games.
- Revise and update the front Desk manual.
- Plan, implement and evaluate three team meetings for the FDAs throughout the term. This includes: developing team meeting outlines, booking space and equipment, coordinating and organizing any necessary resources and/or supplies and creating an evaluation component.
- Participate in the hiring process for new Front Desk Assistants. This will include reviewing resumes, participating in interviews with a small team, and providing recommendations for successful candidates.
- Complete other special projects as assigned by the Manager of Desk Services.

### **CUSTOMER SERVICE ACCOUNTABILITY**

- Be knowledgeable of the services, policies, processes and procedures at each of the residence front desks and of Housing and Residences. Team Leaders will also be responsible for working one FDA shift per week at their assigned desks.
- Provide excellent, professional and consistent customer service
- Keep equipment and desk clean, sanitized and organized.
- Promote community and diversity through all interactions with students, staff, faculty, parents and visitors.

- Maintain an air of professionalism when working and respect the FDA/Customer boundaries as set out in training.

### **FRONT DESK/ADMINISTRATIVE ACCOUNTABILITIES**

- Fulfill all requirements, as stated in the FDA contract.
- In the event of an emergency, refer to Emergency Procedures for appropriate action.
- Review the FDA manual at least once per term.
- Complete any office tasks as required by the Manager.
- Responsible for ensuring that all assigned shifts are covered and that any changes that are made are the responsibility of each FDA.
- Forecasting and keeping an up-to-date record of hours worked.
- Responsible for participating in a minimum of one performance evaluation per term.
- Responsible for potentially training other FDAs using training modules provided.

### **QUALIFICATIONS**

- Registered full-time University of Waterloo student in good academic standing.
- Knowledgeable of the policies, procedures and processes in place for Front Desk Assistants.
- Ability to exercise independent judgement, work as part of a team, take initiative and be creative.
- Possess strong time management, organizational, goal setting, problem solving and multi-tasking skills.
- Excellent communication and interpersonal skills.
- Must have completed at least one term as a Front Desk Assistant.

### **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. Team Leaders 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.