**Job Title:** Desk Services Trainer

**Department:** Campus Housing – Residence Services

**Reports To:** Coordinator, Desk Services and Operations

**Pay rate:** $15.30

**Effective Date:** August 2021 (exact date TBD based on Training Availability) – December 31st, 2021

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**Primary Purpose**

Front Desk Trainers at the University of Waterloo provide a positive learning environment and leadership to Front Desk Assistants within the Residence Services team. This role requires excellent communication skills, good judgement and a sincere desire to mentor and train others. A Front Desk Trainer provides on the job training to all Front Desk Assistants and plays a key role in ensuring that all processes and procedures remain consistent across all communities. A Front Desk Trainer must be willing to act as an ambassador of the University and support initiatives by the University and the department. This role provides residents, as well as staff and visitors, access to a multitude of services including but not limited to keys, printing, mail, wayfinding; and connects them to other services/resources within Campus Housing and the University of Waterloo.

Under the supervision of the Coordinator, Desk Services and Operations, Front Desk Trainers are expected to mentor and encourage the Front Desk Assistant team to provide excellent customer service, maintain a strong rapport with other student-staff including Dons, Peer Leaders, and Residence Ambassadors at all times and uphold residence and University policies. The Front Desk Trainer will receive orientation on how to train the Front Desk Assistant team on all desk-related procedures and is expected to work at any of the following residence Front Desk(s); Columbia Lake Village, Mackenzie King Village, Ron Eydt Village, UW Place, Village 1.

The Front Desk Trainer is part of an interdependent and collaborative team committed to integrating the student voice and connecting research and evaluation to our practice in order to continuously build on our understanding of our students’ wants and needs and on our knowledge of how living environments contribute to student success. Our curricular approach facilitates the design and delivery of experiences and services so that students achieve priority developmental and educational outcomes.

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**Key Accountabilities**

**Training and Team Engagement**

- Administers on the job training for all Front Desk Assistants
- Records training progress for each trainee on SharePoint
- Reviews SharePoint logs and provides feedback as needed
- Collaborates with the Desk Services Leadership Team to revise and update the Front Desk Assistant Online Manual.
- Ensures desk area is prepared for training and for the start of the term (update voicemail messages, track inventory/supplies and notify management team of needed items, ensure cleanliness, remove out-of-date posters, etc.).
- Maintains communication with the Coordinator, Desk Services and Operations on the training status of each Front Desk Assistant and provides further support as needed
- Engages Front Desk Assistants to be a part of the team through encouraging their attendance at socials, and involvement in special projects (newsletter, end of term video, etc.).
- Creates and facilitates training presentations on procedures during team meetings in collaboration with Front Desk Team Leaders
- Mentors Front Desk Assistants and supports them with their goals

### Customer Service
- Provides excellent, professional and consistent customer service to all students, staff and visitors
- Serves as a positive role model at all times for students and staff members, specifically with regards to academics, personal wellness and social conduct
- Creates awareness of opportunities for involvement within the campus community
- Develops positive connections with residents for the purpose of demonstrating approachability, resourcefulness, and inclusion
- Works as a team player with a focus on consistency, communication and support within immediate staff team and with all members of the Residence Services team
- Follows up in a timely manner to requests/questions from residents and staff
- Communicates any relevant information and updates to the following Front Desk Assistant team member scheduled
- Problem solves unique situations with each customer by utilizing resources available
- Handles each customer interaction with professionalism and tact
- Responds to all routine telephone calls, emails, and general inquiries in a friendly, helpful and professional manner

### Desk Management
- Provides accurate information about Campus Housing, including services, policies, procedures, etc. to all students, staff and visitors
- Processes financial transactions through the Point of Sale system during desk shifts including printing, envelopes, stamps and other items as required
- Coordinates the sign-in and sign-out of equipment including, but not limited to boardgames, sports equipment, irons, heaters, etc.
- Manages key records by accurately processing loaner keys to residents and logging accurate student information
- Records accurate information (via SharePoint log) any situations concerning packages, lost keys/issued keys, maintenance issues, lost and found items
- Routinely checks SharePoint and email for any updates that pertain to each desk community
- Reports all facility issues or infrastructure safety concerns to Maintenance and Security Services
- Escalates pertinent information to the Desk Services management team or to the appropriate personnel on any high-level situations including, but not limited to, student mental health, safety concerns, facility emergencies, keys, etc.
- Verifies and processes packages into Mail Management, and distributes to current residents and staff
- Maintains high standards of cleanliness at the desk at all times

### Administration
- Attends all mandatory training sessions and meetings, including Front Desk Trainer Orientation, Front Desk Assistant Orientation, professional development opportunities, one-on-ones with Team Leaders, and monthly team meetings
- Thorough understanding of campus resources, as disseminated in Front Desk Assistant Orientation and ongoing communication from the Residence Services management team
- Knowledgeable about Residence Services' policies and procedures and utilizes available resources provided including, but not limited to, SharePoint, Front Desk Manual, Team Leader, University of Waterloo website, etc.
- Maintains a high level of confidentiality with respect to residents, student-staff schedules, and work-related matters
- Participates in various professional development opportunities and fosters a team environment
- Completes assigned feedback forms for FDAs, fellow Trainers, Team Leaders, and the Residence Services Management Team
- Carries out other duties that may be requested by Campus Housing

Required Qualifications:
- Maintains full-time student status (1.5 credits) throughout the duration of appointment
- Maintains satisfactory (or higher) academic standing in program of study
- Completion of at least two terms as a Front Desk Assistant
- Completion of training in three out of five desks, or willingness to receive training before contract start date
- Has a valid Vulnerable Sector Check for the duration of appointment

Contract Period
- Maintains full-time student status (1.5 credits) throughout the duration of appointment
- Maintains satisfactory (or higher) academic standing in program of study
- Completion of at least one term as a Front Desk Assistant
- Completion of training in three out of five desks, or willingness to receive training before contract start date
- Has a valid Vulnerable Sector Check for the duration of appointment

Fall 2021
Trainer Orientation: TBD (Mid-August, based on availability)
FDA Orientation: Saturday August 21st and Sunday August 22nd

Team Meetings:
- Sunday, September 26, 2021
- Sunday, October 24, 2021
- Sunday, November 28, 2021

Failure to attend the Front Desk Trainer Orientation could result in termination from the Front Desk Trainer role.

Appointment to the Front Desk Trainer position is for one academic term. Please note: following offers of employment, any behaviour contrary to the expected conduct of a Front Desk Assistant will result in an immediate review of the employment offer.

Remuneration
- Remuneration for Front Desk Team Leader is $15.30 per hour.

Please address any questions to hirehousing@uwaterloo.ca.