

Job Title: Desk Services Team Leader

Department: Campus Housing – Student Development & Residence Experience (SDRX)

Reports To: Coordinator, Desk Services and Operations

Pay rate: \$19.05/hour*

Effective Date: TBD

Primary Purpose

Front Desk Team Leaders at the University of Waterloo provide excellent leadership to Front Desk Assistants and assist with the smooth operation of all front desks. A Front Desk Team Leader provides support and engagement to all Front Desk Assistants in their respective clusters and plays a key role in ensuring processes and procedures are consistently met. A Front Desk Team Leader acts as an ambassador of the University and supports 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 Team Leaders 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. The Front Desk Team Leader will be provided leadership training on how to effectively lead Front Desk Assistant clusters and will be expected to work at any of the following residence Front Desk(s); Columbia Lake Village, Mackenzie King Village, Ron Eydtt Village, UW Place, Village 1.

The Front Desk Team Leader 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.

Key Accountabilities

Administration

- Attends all mandatory training sessions and meetings, including Front Desk Team Leader Orientation, Front Desk Assistant Orientation, professional development opportunities, one-on-ones with FDAs, and monthly team meetings.
- Maintains a thorough understanding of campus resources, as disseminated in FDA Orientation.
- Maintains ongoing communication with the Desk Services Management Team.
- Reviews Desk Services' policies and procedures and utilizes available resources provided including, but not limited to, SharePoint, Confluence, 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, Front Desk Trainers, fellow Front Desk Team Leaders, and the Desk Services Management Team.
- Completes two comprehensive reports issued by the Desk Services Management Team regarding term goals, progress, and results (midterm report and end of term report).

- Attends weekly meetings with other Team Leaders.
- Compiles and submits hours worked on the University of Waterloo's payroll system, Workday.
- Completes other duties that may be requested by Campus Housing.

Customer Service

- Provides excellent, professional and consistent customer service to all students, staff and visitors.
- Serves as a positive role model 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 purposes of demonstrating approachability, resourcefulness, and inclusion in the supportive role of an FDA.
- Works as a team player with a focus on consistency, communication and supporting all members of the Desk Services Team.
- Follows up in a timely manner to requests/questions from residents and staff.
- Communicates all relevant information and updates to the following FDA team member scheduled.
- 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, processes, 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 resident and staff packages into Mercury.
- Maintains high standards of cleanliness at the desk at all time.
- Team Leaders will participate in an on-call rotation that takes place between 4:00 pm – 8:00 am on weekdays and 24 hours on the weekend/holidays. The Team Leader on-call schedule is managed by the Team Leader's and an on-call phone is provided for the duration of their contract and is rotated amongst Team Leaders according to the schedule.

Leadership

- Provides excellent support, guidance, and mentorship to all Front Desk Assistants (FDAs) to ensure their success in providing excellent service to all customers
- Acts as a liaison between FDAs, Front Desk Trainers, and the Desk Services Management Team, providing feedback when necessary
- Audits shift logs on SharePoint and provides feedback when needed
- Revises the Front Desk Assistant Online Confluence Manual (FDA Wiki) to ensure it is up to date, in collaboration with Front Desk Trainers
- Plans and facilitates three monthly team meetings over the course of the academic term
- Designs presentations for team meetings outlining important information including training notes
- Conducts one-on-one meetings with each individual FDA to foster strong working relationships
- Monitors the operations at all desks and uses good judgement to resolve issues as they arise
- Engages with all FDAs and encourages them to join committees and attend the End of Term event to celebrate their team accomplishments
- Participates in a rotating on call schedule to provide support and resources to all FDAs outside of normal business hours
- Ensures all assigned desk shifts are covered and approves shift trades on the scheduling software, as they arise

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- Maintain full-time student status (1.5 credits) throughout the duration of appointment.
- Have a valid Vulnerable Sector Check for the duration of appointment (acquired at applicant's own expense).

Experience

- 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.

Contract Period

The official contract period for the Front Desk Team Leader position commences on the date specified within the TL contract (generally is the first Monday of the week of training) and concludes on the last calendar day of each term. Front Desk Team Leaders are required to be available for regular scheduling for the full period of their contract. They should be willing to work days, evenings, weekends and holidays including overnight shifts as assigned. Front Desk Team Leaders are required to attend the mandatory Front Desk Team Leader Orientation, FDA Orientation and monthly team meetings throughout the term.

Team Leader training dates will be provided in candidate contracts. Failure to attend the Front Desk Team Leader Orientation could result in termination from the Front Desk Team Leader role.

Appointment to the Front Desk Team Leader position is for one academic term. Please note: following offers of employment, any behavior 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 \$19.05/hour*.

Please address any questions to hirehousing@uwaterloo.ca

**Remuneration subject to increase based on Ontario minimum wage guidelines.*