

**Job Title:** Desk Services Trainer

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

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

**Pay rate:** \$17.25/hour\*

**Effective Date:** TBD

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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 Desk 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.

### **Key Accountabilities**

#### **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 Desk Services management team.
- Knowledgeable about Desk Services' policies and procedures and utilizes available resources provided including, but not limited to, SharePoint, Front Desk Online Confluence Manual (FDA Wiki), 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 Desk Services Management Team.

- Carries out 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 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 Desk 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 Mercury, and distributes to current residents and staff.
- Maintains high standards of cleanliness at the desk at all times.

### **Training and Team Engagement**

- Administers on the job training for all Front Desk Assistants.
- Attends scheduled meetings with Desk Services Leadership Team and Desk Services Management Team.
- Attend pre-determined meetings with supervisors (1-on-1's)
- Records training progress for each trainee on Microsoft Teams.
- Reviews SharePoint logs and provides feedback as needed.

- Collaborates with the Desk Services Leadership Team to revise and update the Front Desk Online Confluence Manual (FDA Wiki)
- 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.

*\*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**

- Asset to have completed 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 Trainer position commences on the date specified within the Trainer contract (generally is the first Monday of the week of training) and concludes on the last calendar day of each term.

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

Appointment to the Front Desk Trainer 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 Trainer is \$17.25/hour\*.

Please address any questions to [hirehousing@uwaterloo.ca](mailto:hirehousing@uwaterloo.ca)

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