

**Job Title:** Front Desk Assistant

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

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

**Pay rate:** \$15.50/hour

**Effective Date:** TBD

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### **Primary Purpose**

Front Desk Assistants (FDA) at the University of Waterloo are appointed to foster a positive residence experience that is conducive to successful academic study and positive social experiences. This role requires excellent customer service and communication skills, good judgement, and a sincere desire to help others. A Front Desk Assistant 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 Assistants are expected to foster a positive and welcoming experience at the desks, 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 Assistant will be trained on all desk-related procedures and will be working 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 Assistant 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 Assistant Orientation, professional development opportunities, one-on-ones with Team Leaders, and monthly team meetings.
- Thorough understanding of campus resources, as disseminated in FDA 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, Confluence, Team Leader, University of Waterloo website, etc.
- Maintains a high level of confidentiality with respect to residents, student-staff schedules, and work-related matters.
- Participate in various professional development opportunities and foster a team environment.
- 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.
- Develop positive connections with residents for the purpose 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 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 FDA 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 at all times.

### **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 packages into Mercury and distributes to current residents and staff.
- Maintains high standards of cleanliness at the desk at all times.

*\*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.
- Maintain satisfactory (or higher) academic standing in program of study.

- Have a valid Vulnerable Sector Check for the duration of appointment (acquired at applicant's own expense).

### **Contract Period**

Front Desk Assistants 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 Assistants are required to attend the mandatory FDA Orientation and monthly team meetings throughout the term.

Student Staff Training dates will be communicated to successful candidates via their contract. Failure to attend the FDA Orientation could result in termination from the Front Desk Assistant role.

Appointment to the Front Desk Assistant position is for either one or two academic terms, as determined by the contract offer and acceptance. Re-appointment is at the discretion of the Residence Services Management Team and should not be considered routine or automatic. 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 Assistants is \$15.50/hour, including a potential shift bonus of an additional \$1.30/hour when working between the hours of 8:00pm-8:00am.

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