

Front Desk Attendant

Date:	May 30, 2024
Reports to:	Director of Operations
Grade & FTE:	USG under review & 1.0 FTE (35 hr/wk)
Hiring Range:	\$38,000 - \$48,000

Conrad Grebel University College is a liberal arts college founded by the Mennonite church and affiliated with the University of Waterloo. The mission and programs of Grebel are rooted in and inspired by its Christian identity and its Anabaptist/Mennonite heritage. Grebel offers undergraduate, graduate, and community education programs in peace and conflict studies, music, theological and religious studies, and Mennonite studies. It also has a residence which houses approximately 175 university students. Grebel is also home to the Kindred Credit Union Centre for Peace Advancement (CPA).

General Scope

The Front Desk Attendant ensures the office runs smoothly and efficiently while providing a warm and welcoming atmosphere to students and visitors. The incumbent will direct in person, phone, and email inquiries in an efficient and professional manner. The Front Desk Attendant has a close working relationship with the other Main Office staff (Bookings and IT Services Coordinator, Building Operator) and when required assists faculty and staff in a wide variety of tasks.

Specific Responsibilities

- Provide a hospitable environment for students and guests and good service to all members of the Grebel community
- Responsible for opening and closing the office ensuring the front office is clean, stocked and organized
- Responsible for ordering and maintaining adequate inventory of a wide variety of departmental supplies
- Operate switchboard, field questions and direct calls
- Coordinate incoming and outgoing mail
- Organize Neopost Quadient accounts, Quadient funds, and supplies
- Assist in responding to parking complaints and issues
- Issue parking permits to students, staff and faculty and maintain parking permit records
- Assist with managing key records by accurately processing loaner keys and logging accurate information
- Creates and maintains user-friendly process documentation for cash office duties.
- Responsible for processing payments and balancing, reporting, and uploading cash/credit reports accurately and in a timely manner
- Train and organize nightly tasks for evening reception students
- Provide as-needed project support to departmental staff and faculty as time allows
- Assist the Bookings and IT Services Coordinator as requested
- Perform other duties from time to time as assigned by the Director of Operations

Position Requirements

- Support for the identity and mission of Conrad Grebel University College
- Familiarity with University of Waterloo policies and procedures

Skills/Experience

- Ability to maintain a steady, positive, and progressive outlook in a busy and changing work environment
- Excellent interpersonal skills and ability to relate to a broad range of people, including students, staff, faculty and the general public
- Excellent phone presence
- Training and experience in an office setting and administrative assistant role
- Ability to work productively and collegially with the College's faculty and staff
- Demonstrated ability to work independently and take initiative in an unsupervised environment where appropriate
- Excellent organizational skills and attention to detail

Technical

- Demonstrated ability in a variety of computer programs Office 365, Sharepoint, Teams, Skype for Business.
- Willingness and eagerness to learn and tackle new technical challenges

Nature and Scope

- **Contacts:** Works closely with all front office staff including the Bookings & IT Coordinator, Building Operator. Reports to the Director of Operations, the HR Manager is responsible for contract. This position interacts with the public and all users of the building in a front line capacity.
- **Level of Responsibility:** The job has a mix of defined specialized and routine tasks and unusual or one-time requests. The Front Desk Attendant trains and arranges work for the student evening Front Desk Attendants.
- **Problem-solving:** The Front Desk Attendant provides problem-solving support on a wide range of issues related to Front Office operations.
- **Financial Accountability:** The Front Desk Attendant is responsible for the use and reconciliation a Purchase card, which is mainly used for transactions related to office supplies and technical purchases. The Front Desk Attendant is also responsible for reconciling the front office cash and credit card sales.
- **Physical and Sensory Demands:** This position requires the ability to work effectively in a fast-paced environment and maintain a high level of attention to detail. The work environment may include lack of control over work pace due to work processes, irregular and/or high volumes beyond one's control, multiple and/or tight deadlines beyond one's control and constant interruptions (e.g. phone calls, emails, unplanned but urgent support requests, or emergencies).
- **Working Environment:** This role involves minimal physical or psychological risk resulting from unavoidable exposure to hazardous, disagreeable or uncomfortable situations. The role may involve irregular and/or high volumes and multiple and/or tight deadlines beyond one's control (e.g. supporting multiple people with conflicting and overlapping requirements; calendaring conflicts; urgent/immediate issues with students and employers), and constant interruptions due to phone calls and e-mails.

Equity Statement

Conrad Grebel University College acknowledges that much of our work takes place on the traditional territory of the Neutral, Anishinaabeg and Haudenosaunee peoples. Our campus is situated on the

Haldimand Tract, the land granted to the Six Nations that includes six miles on each side of the Grand River. Our work at reconciliation with Indigenous peoples includes decolonizing our historical narratives, our minds, and our hearts. This is an ongoing process, and we have a long way to go. We do this in humility and gratitude to our Indigenous neighbours, past and present.

Conrad Grebel values the diverse and intersectional identities of its students, faculty, and staff. The University regards equity and diversity as an integral part of academic excellence and is committed to accessibility for all employees. Conrad Grebel seeks applicants who embrace our values of Anti-Racism, Belonging, Inclusion, Diversity and Equity. As such, we encourage applications from candidates who have been historically disadvantaged and marginalized, including applicants who identify as First Nations, Métis and/or Inuk (Inuit), Black, racialized, a person with a disability, women and/or 2SLGBTQ+.

We are committed to accessibility for persons with disabilities. If you have any interview or workplace accommodation requests, please contact Human Resources at grebelhiring@uwaterloo.ca

Application Process

Qualified applicants should submit their resume and covering letter in pdf format to Liz Kensett, HR Manager at liz.kensett@uwaterloo.ca by midnight on **Thursday, June 13, 2024**.

Anticipated Start date, July 25, 2024.

Approved by AE May 30, 2024