

Innis Front Desk Staff Member Job Description, Minimum Requirements

Minimum Requirements

In order to apply, students must meet the following minimum requirements for application. Applicants must be:

- Returning as a full-time student in 2020 - 2021
- In good academic and financial standing as of May 31, 2020 (e.g. not on academic probation or in financial arrears)

Please note that the above are only the minimum requirements for applications. Applicants are evaluated on a qualitative basis according to a large number of factors.

Incomplete and late applications will not be considered.

Role Description

Reporting to the Assistant Dean, Admissions & Operations (ADAO), the Front Desk Staff play a key role in three areas of the Residence's operation: handling the reception duties of the Residence, maintaining the safety and security of the Residence and all residents, and relaying information to the Residence Office and other Residence staff. As this is a front-line position with regular contact with residents, visitors, Residence and University staff, and the general public, tact and respectfulness are necessary pre-requisites. Also, even though procedures are in place to handle most situations, understanding and flexibility are necessary in order to handle the unique situations that will inevitably arise. When working outside of regular office hours, Staff must also be able to perform with minimal supervision.

Duties & Responsibilities

- Monitoring access to the Residence, including identifying residents, directing guests and visitors;
- Assisting in the maintaining of an accurate residence database;
- Advising maintenance workers and cleaning staff of any issues pertaining to the building;
- Maintaining a log of Front Desk activities and informing the Office of Student Life, or the appropriate on-call personnel, of any incidents observed by or reported to the Front Desk;
- Monitoring the Residence's security and alarm systems and following emergency procedures;
- Contacting and providing information to the Campus Police or other appropriate personnel when necessary;
- Receiving, sorting, and distributing mail, deliveries, and messages;
- Controlling access to various building keys, and ensuring proper sign-out and sign-in procedures are followed when keys are issued;
- Signing in and out of Residence equipment;

- Providing pertinent information to OSL staff, residents, guests, visitors, and the general public;
- Handling inquiries pertaining to the Residence, Residence Operations, and Toronto in general;
- All Front Desk Staff must be available to work Move-In weekend and Labour Day weekend to assist with Fall and Summer transitions.
- Processing payments, and balancing and reconciling daily receipts;
- Maintaining up-to-date room assignment information and preparing Housekeeping and Maintenance reports;

Front Desk Staff will be paid an hourly rate of \$16.00 for hours worked. **Summer Front Desk Staff will have the cost of their Residence accommodation discounted should they choose to live in the residence over the summer term.**

If at any time the Front Desk Staff person has any questions or concerns related to their employment, they should speak to the ADAO or Dean of Students immediately.