Innis Front Desk Staff Job Description

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, managing access to the Residence, and relaying information to the Office of Student Life and other Residence staff. This is a front-line position with regular contact with residents, visitors, Residence and University staff, and the general public.

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;
- Creating and submitting reports of any incidents that are observed or disclosed while working at 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 the city of Toronto in general;
- Maintaining up-to-date room assignment information
Minimum Requirements

Applicants must be:

- A registered, full-time student at the University throughout the 2021-22 academic year.
- In good academic standing at time of application
- Willing and able to work at least one, 3-hour shift per week between 10pm-6am.
- Available to work during the Labor Day weekend and throughout the December and April exam period.

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.

Skills & Experiences

- Must display excellent customer service skill
- Demonstrates the ability to connect well with others
- Demonstrates tact, respectfulness, and understanding the need for confidentiality
- Must be adaptable to a moderate to fast-paced environment
- Must be dependable and flexible to take alternate and additional shifts as needed
- Displays excellent decision making and problem-solving skills
- Able to work independently

Remuneration

Front Desk Staff will be paid an hourly rate of $16.00 / hour worked.

Application Details

Please review our website for application instructions. If you have questions or concerns, please contact residence.innis@utoronto.ca.