WELCOME DESK ASSISTANT

Employment Terms: Part time, hourly
Employee Group: Hourly, $19.00/hour
Reports to: The Manager of Residence Operations

Position Summary:
The Welcome Desk Assistant provides various services to members of the Trinity College community – students, staff, dons, parents, visitors, alumni – as the frontline staff, responsible for the Welcome Desk’s daily operation. The Trinity College Welcome Desks provide service to community members, 24 hours a day, 7 days a week, all year round. During their shifts, the Welcome Desk Assistant provides excellent customer service to all constituents of the College, provides solutions for general inquiries, and communicates with constituents and EMS during emergency situations. The Welcome Desk Assistant is an exemplary team player, is a master at multi-tasking, and at exercising tact and is critical to the operation and welcoming atmosphere of the College.

Key Responsibilities:
• Acts as frontline staff for Trinity College, answering inquiries and problem solving for community members;
• Monitors access to the residence buildings, including identifying residents, directing guests and visitors, recognising suspicious incidents and enacting appropriate protocols to deal with incidents;
• Utilizes the StarRez database for residence occupant management, check ins and outs, parcel tracking, and any further functions as instructed;
• Establishes positive rapport with community members by being visible, approachable, and providing timely solutions;
• Handles desk cash float, taxi chits, point-of-sale receipts, and files appropriately at end of each shift;
• Initiates emergency procedures when necessary, and acts quickly and calmly to direct constituents when necessary ie. contacting Dons, Dean of Students on-call staff, Facilities staff, etc.;
• Assists in the support of the operational needs of the Office of the Dean of Students, dependent upon the cycle of the year.

Education:
• Registered as a student at the University of Toronto (required);
• Successful completion of one year of study (preferred).

Experience:
• Previous experience working with University students and/or in an administrative, or customer service environment;
• Experience working with residence applications, processes and a residence admissions system is strongly preferred.

Other:
It will be crucial for the successful candidate to have sound judgment and reliability, with the ability to work in a busy and sometimes unpredictable environment. A demonstrated ability to maintain diplomacy is critical. The ability to manage a complex set of competing priorities, while exercising common sense, tact, and discretion are essential. A strong commitment to improving and enhancing the student experience, demonstrated knowledge of customer service and information communication standards of practice in accordance with the Accessibility for Ontarians with Disabilities Act (AODA), thorough knowledge of the Freedom of Information and Protection of Privacy Act (FIPPA) is of utmost importance.

Working Hours:
Part-time, 12-24 hours per week, days, evenings, weekends, and holidays, including 12:00 a.m. to 8:00 a.m. shifts if assigned. Required to participate in 3 shifts per week at 4 hours per shift.

Submit covering letter, resume to: https://secure.trinity.utoronto.ca/Resume/?Stream=Welcome+Desk+Assistant
Applications will be accepted to: Monday August 13, 2018 at 11:59 PM

We thank all applicants for their interest in this position. However, only those selected for an interview will be contacted.