

UNBC GUEST ACCOMMODATIONS

STUDENT EMPLOYMENT OPPORTUNITY

CUSTOMER SERVICE REPRESENTATIVE (CSR)

Term: April 23rd – September 1st, 2018

3 Positions Available

Duties:

Reporting to the Operations Coordinator and CSR Leader, the CSRs will have the primary responsibility of responding to the needs of summer guests staying in UNBC Residence with a high level of hospitality and customer service. Your daily tasks will include preparing for incoming guests, ensuring a high standard of hospitality in all residence areas, housekeeping in guest suites, and ensuring guest compliance with UNBC guidelines. You are required to live on campus and be on-call to deal with after-hours check-ins/check-outs, emergency situations, lockouts, and all other guest inquiries. When required, you will be responsible for monitoring external conferences, meetings, and special events on campus. This involves meeting and greeting clients to UNBC and ensuring all aspects of their event are running smoothly. You will liaison with other university departments including Facilities, Catering, Educational Media Services, Parking, and Security to troubleshoot during events. Other duties may include preparing delegate conference packages and nametags, staffing registration tables during conferences, and providing campus tours.

Qualifications:

Successful candidates must have previous experience in the hotel industry, tourism industry, or customer service. A broad knowledge of the University is necessary, including the layout of the buildings and grounds as well as residence and campus policies. Applicants must be self-motivated, independent, and inclined to pay attention to detail. Professionalism, patience, flexibility and positive customer service etiquette skills are essential at all times, particularly in high stress situations. Applicants must have the ability to use time effectively to complete daily work requirements and meet deadlines under pressure. Applicants should possess excellent organizational and communication skills in both writing and in person, and should have excellent decision making and conflict resolution skills. The ability to solve problems in a manner that will ensure customer satisfaction balanced with departmental success is necessary.

CSRs will be assigned rotating shifts during the hours of 10:30 AM to 6:30 PM, Monday through Saturday. When necessary, additional hours (including weekends and evenings) may be assigned. This position will have approximately 14-21 hours of work per week. All CSRs will share an on-call rotation. On-call responsibilities require the incumbent to be on campus at all times during the on-call shift (24 hours per shift). Successful candidates must be willing to provide a criminal record check. Term dates of April 23 to September 1 may be extended.

Salary:

The rate of pay for this position is \$12.00 per hour (includes 4% vacation pay). Rent-free accommodation in Residence is included, as shift rotation on evenings/weekends and on-call is required.

Applications for this position are being accepted from UNBC students only at this time.

Please **submit via email** a statement of interest, resume, and the names and contact information for two references (employment and character) to Katie Sven, Operations Coordinator.

Email: katie.sven@unbc.ca.

UNBC GUEST ACCOMMODATIONS

STUDENT EMPLOYMENT OPPORTUNITY **CUSTOMER SERVICE REPRESENTATIVE LEADER (CSRL)**

Term: April 23rd – September 1st, 2018
1 Position Available

Duties:

Reporting to the Operations Coordinator and working closely with the Student and Guest Services Representative, a CSR Leader's primary responsibilities will be to respond to the needs of summer guests with a high level of hospitality and customer service. Your daily tasks will include preparing for incoming guests, ensuring a high standard of hospitality in all residence areas, housekeeping in guest suites, and ensuring guest compliance with UNBC guidelines. You are also responsible to provide leadership and assign duties to the Customer Services Representatives on a daily basis. You are required to live on campus and be on-call on a rotating basis to deal with after-hours check-ins, check-outs, emergency situations, lockouts, and all other guest inquiries. As the CSR Leader, you will also be responsible for delegating all tasks as required by the Operations Coordinator and SGSR to the CSRs. When required, you will be responsible for monitoring external conferences, meetings, and special events on campus. This involves meeting and greeting clients to UNBC and ensuring all aspects of their event are running smoothly. You will liaise with other university departments including Facilities, Catering, Educational Media Services, Parking, and Security to troubleshoot during events. Other duties may include preparing delegate conference packages and nametags, staffing registration tables during conferences, and providing campus tours.

Qualifications:

The successful candidate must have previous experience in the hotel industry, tourism industry, or customer service. A broad knowledge of the University is necessary, including the layout of the buildings and grounds as well as residence and campus policies. Applicants should be self-motivated, independent, and be able to pay close attention to detail. Professionalism, patience, flexibility and positive customer service etiquette skills are essential at all times, particularly in high stress situations. Applicants must have the ability to use time effectively to complete daily work requirements and meet deadlines under pressure. Applicants should possess excellent organizational and communication skills as they will be required to provide progress reports and status updates to the Operations Coordinator on a regular basis. In addition, the CSR Leader should have excellent decision making and conflict resolution skills. The ability to solve problems in a manner that will ensure customer satisfaction balanced with departmental success is necessary.

The CSR Leader will be assigned rotating shifts during the hours of 10:30 AM to 6:30 PM, Monday through Saturday. When necessary, additional hours (including weekends and evenings) may be assigned. This position will have approximately 14-21 hours of work per week. All CSRs will share an on-call rotation. On-call responsibilities require the incumbent to be on campus at all times during the on-call shift (24 hours per shift). Successful candidates must be willing to provide a criminal record check. Term dates of April 23 to September 1 may be extended.

Salary:

The rate of pay for this position is \$14.00 per hour (includes 4% vacation pay). Rent-free accommodation in Residence is included, as shift rotation on evenings and weekends is required.

Applications for this position are being accepted from UNBC students only at this time.

Please **submit via email** a statement of interest, resume, and the names and contact information for two references (employment and character) to Katie Sven, Operations Coordinator.

Email: katie.sven@unbc.ca.