

**VACANCY: Front Desk Clerk (3 positions)****DEPARTMENT OF RESIDENCE LIFE****Salary: \$13/hour****Volume: 20-35h/week, primarily weekday evenings and weekend days and evenings.*****Note: This is a temporary seasonal position effective May 1 until August 25, 2017***

Concordia's Grey Nuns Student Residence opens to the public each year for the summer season. An imposing heritage building with over 500 bedrooms, a leafy garden oasis and central downtown location it offers a unique destination for the budget-conscious traveler. Guests can stay for as little as one night, or as long as 3 months and the Summer Accommodation team is there to ensure they have a positive and fulfilling guest experience.

**SCOPE**

Reporting to the Manager, Summer Accommodation, successful candidates will provide exceptional front-line customer service to guests and clients of the Summer Accommodation program at Concordia University. Front Desk Clerks will provide administrative support to the Manager and will occasionally perform operational duties. Additional responsibilities such as digital marketing and online review management are available to those with relevant knowledge and experience.

**PRIMARY RESPONSIBILITIES**

- Front Desk: Greet guests and visitors to the residence; use RoomKey Property Management Software to handle check-ins and check-outs, manage new enquiries and reservations received via phone, email and in person, manage in-house guest accounts and allocate guests rooms; welcome guests and visitors to the residence; provide information and attention to their various needs.
- Conduct payment transactions and submit a balanced shift cash-out and reconciliation.
- Practice thorough and effective communication with the entire staff using Basecamp software.
- Respond to after-hours emergency calls from guests and/or Concordia Security.
- Keep tourist information area clean, tidy and stocked.
- In the absence of the Manager, maintain the operations and continuity of services.
- As well as general duties individual agents will have specific responsibilities such as co-ordinating social media accounts, group bookings, online reviews coordination, according to the skills and knowledge of the successful candidates.
- Perform other duties including operational tasks such as bed-making at peak times.

**REQUIREMENTS**

1. Minimum two years of work experience in a cash-handling, customer service-oriented position. Hospitality experience preferred.
2. Excellent spoken and written English; excellent spoken French.

3. Good knowledge of the culinary, recreational, cultural, and commercial features in the vicinity of Concordia University's two campuses, as well as good knowledge of Montreal's transit system and summer cultural life.
4. Intermediate knowledge of Microsoft Word and Outlook (for written communications and signage), basic knowledge of Excel (to create and manage spreadsheets), knowledge of Basecamp a bonus.
5. Availability to work most evenings and weekends for the duration of the employment period.
6. Excellent organizational, interpersonal, problem-solving, and communication skills, with the ability to deal patiently and sensitively with diverse individuals.
7. Strong initiative and ability to work efficiently and effectively in the absence of direct supervision.
8. Digital marketing experience would be a bonus but not essential.

To apply for this role please send your CV with a covering letter answering the following questions:

**What attracts you to the role of Front Desk Clerk?**

**What qualities and/or experience do you feel makes you a good candidate?**

Email to: [sarah.caille@concordia.ca](mailto:sarah.caille@concordia.ca)

**Deadline: 5pm February 6th, 2017**

Interviews will take place week commencing February 13 2017