

VACANCY: Operations Assistant**DEPARTMENT OF RESIDENCE LIFE****Salary: \$13/hour****Volume: 35h/week, 5 days per week including weekends*****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

The Operations Assistant will work closely with the Summer Accommodation Manager to ensure the smooth running of daily hotel operations. This is an active, hands-on role for a reliable team player, which combines organizational and management abilities with physically demanding work. It is at times a high pressure environment, with deadlines to meet and will sometimes require the need to work additional hours over and above those scheduled. Although this is a seasonal job it offers scope to expand the stated responsibilities and gain excellent wide-ranging experience in the hospitality industry.

PRIMARY RESPONSIBILITIES

- Plan and schedule housekeeping team in relation to occupancy and turnover using Roomkey software. Input updated room status into software in a timely manner.
- Support the cleaning team by managing linens and making beds when necessary.
- Inspect rooms and deal with any issues arising from unready rooms.
- Schedule laundry pick-ups and drop-offs, organize in-house laundry at peak periods.
- Linen inventory management, advising if stocks need to be increased.
- Re-configure rooms and organize furniture distribution as required.
- Review, update and maintain internal signage.
- Complete and maintain in-room guest information.
- Manage guest supplies stock (soap, cups etc).
- Respond to guest queries and requests as they arise.
- Be the first point of contact for operational issues in the absence of the Summer Accommodation Manager.
- Other duties as and when required by the Summer Accommodation Manager.

KEY COMPETENCIES

- Very strong organizational and planning skills with proven attention to detail.
- A positive, enthusiastic attitude, motivated to deliver objectives.
- Excellent interpersonal skills and a reliable team player.
- A sense of commitment, responsibility and willing to take initiative.

- Ability to work under pressure and to meet deadlines.
- Aptitude to work in a service-oriented environment as both a member of a team and independently.

Requirements

1. You must be available to work an average 35 hours per week 1 May to 25 August 2017. You will be required to work weekends and holidays and extended time off for vacation will not be permissible.
2. Good spoken and written English; good spoken French (in order to communicate effectively with cleaning team and suppliers).
3. Physical ability to sort and transport linens.
4. Good computer skills and ability to learn new software quickly.

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

What attracts you to the role of Operations Assistant?

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

Email to: sarah.caille@concordia.ca

Deadline: 5pm February 6th, 2017

Interviews will take place week commencing February 13 2017