

VACANCY: SUMMER ACCOMMODATIONS TEAM MEMBER (3 positions)

DEPARTMENT OF RESIDENCE LIFE

Salary: \$12/hour

Volume: 20-35h/week, primarily weekday evenings and weekend days and evenings.

Note: This is a temporary seasonal position effective May 2 until August 22, 2016

SCOPE

Reporting to the Manager, Summer Accommodations, successful candidates will provide exceptional front-line customer service to guests and clients of the Summer Accommodations program at Concordia University's several residences. Customer Service Representatives will provide administrative support to the Manager and will regularly perform operational duties.

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 guest rooms.
- Conduct payment transactions and submit a balanced shift cash-out and reconciliation.
- In concert with the Custodial staff, perform housekeeping duties which include, but are not limited to: the cleaning of rooms, the collection and sorting of linens, and the making of beds.
- Practice thorough and effective communication with the entire staff using the Log Book.
- Respond to after-hours emergency calls from guests and/or Concordia Security when on call.
- In the absence of the Manager, maintain the operations and continuity of services.
- Perform other duties in support of the operation of the unit.

REQUIREMENTS

- Minimum two years of work experience in a cash-handling, customer service-oriented position. Hospitality experience preferred.
- Excellent spoken and written English; intermediate spoken and written French.
- 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.
- Intermediate knowledge of Microsoft Word and Outlook (for written communications and signage) and basic knowledge of Excel (to create and manage spreadsheets).
- Availability to work most evenings and weekends for the duration of the employment period.
- Excellent organizational, interpersonal, problem-solving, and communication skills, with the ability to deal patiently and sensitively with diverse individuals.
- Strong initiative and ability to work efficiently and effectively in the absence of direct supervision.
- Experience with a Property Management application (e.g. RoomKey, Opera, IQpms) preferred but not required.

Please send your curriculum vitae with a cover letter by 5pm on Thursday, March 31, 2016, to Sarah Caille, Manager, Summer Accommodations, at sarah.caille@concordia.ca