

**VACANCY: Front Desk Clerk (3 positions)****DEPARTMENT OF RESIDENCE LIFE****Salary: \$13/hour****Volume: 24-35h/week, primarily weekday evenings and weekend days and evenings.**

***Note: This is a temporary, seasonal position, effective May 1 until August 24, 2018. Successful candidates must be available to work for this entire period. Reduced cost accommodation at Grey Nuns Residence is available to successful candidates.***

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 a 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 Concordia Security when on duty.
- Keep tourist information area updated, 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, managing group bookings or online review coordination, according to the skills and knowledge of the successful candidates.
- Perform other duties including operational tasks at peak times.

**REQUIREMENTS**

1. Minimum two years of work experience in a cash-handling, customer service-oriented position. Hospitality experience preferred.
2. Excellent organizational, interpersonal, problem-solving, and communication skills, with the ability to deal patiently and sensitively with diverse individuals.

3. Strong initiative and ability to work efficiently and effectively in the absence of direct supervision. Attention to detail at all times is essential.
4. Excellent spoken and written English; excellent spoken French.
5. Good knowledge of the culinary, recreational, cultural, and commercial features in downtown Montreal, as well as good knowledge of the transit system and summer cultural life.
6. Intermediate knowledge of Microsoft Word and Outlook (for written communications), basic knowledge of Excel (to create and manage spreadsheets), knowledge of Basecamp or Roomkey PMS a bonus.
7. Availability to work most evenings and weekends for the duration of the employment period.
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 for applications: 5pm February 2<sup>nd</sup>, 2018.**

Interviews will take place week commencing February 6<sup>th</sup>, 2018