Position Title: Front Desk Attendant
Division: Ancillary Services
Department: Graduate House
Immediate Supervisor: Service Coordinator
Remuneration: $16.50 per hour, pay includes 4% vacation pay and is subject to deductions required by law.

Position Summary
Supervised by the Service Coordinator, and reporting to the Assistant Dean, Residence Life and Communication, the Front Desk Attendant (FDA) at Graduate House are front line employees who support and assist residents with a variety of services. The FDAs also work in conjunction with the Residence Advisors (RA) in building a strong sense of community in the residence.

Responsibilities
1. Work closely with Resident Advisors to implement the Residence Curriculum;
2. Attending monthly staff meetings and one-to-ones;
3. Reprogramming/replacing security fobs and keys for residents;
4. Facilitating move-ins for incoming residents and guests, and processing move-outs;
5. Receiving deliveries and accurately tracking parcel pick-ups by residents;
6. Sorting and distributing letter mail to resident mail boxes;
7. Assisting with the borrowing and returning of carts and other resources;
8. Responding to phone, email, and in-person inquiries with a high degree of professionalism;
9. Redirecting emergency maintenance, safety and other urgent matters immediately to appropriate staff;
10. Work with external contractors, community members, parents, etc. in delivering high quality service and information;
11. Assisting with Move-in days, as needed (May 1st, September 1st);
12. Completing daily report logs;
13. Additional duties, as required.
Qualifications Required

A full-time student at the University of Toronto;

Experience working with students, in student services/government and/or residence life;

Experience working in a fast-paced environment, with constant interruptions and competing deadlines;

Experienced with computers, including word-processing, data bases (e.g. Excel, Access, StarRez), mail merge;

Experience working in an administrative/customer service role

Hours of Work

Each Front Desk Attendant is typically scheduled for 2-4 shifts per week. The shifts are 1:00pm-6:00pm and 6:00pm-11:00pm on Monday to Friday, and on weekends from 12:00pm to 6:00pm. FDAs are expected to be available to work a combination of day, evening, and weekend shifts.

How to Apply

Interested applicants can submit a cover letter and resume to the Service Coordinator, Alim Alarakhia at: a.alarakhia@utoronto.ca