

STUDENT JOB POSTING

Available Positions

Guest Services Shift Lead

Two positions (35-40 hrs/week)

1. Occupancy and StarRez Lead
2. Daily Operations Lead

Wage

\$17.70 per hour

Mandatory Training

April 23 and 27 2025

Work Term

Part-time Guest Services Duties: March 10-April 28th, 2025
(up to 5 hours per week – 1 person)

Part-time Lead Duties: April 1 to April 27, 2025
(up to 25 hours total, pending schedule and training needs)

Full Time: April 28 – August 29, 2025

Hours/schedule varies weekly; open availability, including weekend and evening, is required. Two or three on-call/stayover shifts will be required per week.

Interview

Interviews will be held on February 26, 27 and 28, 2025. Candidates wishing to advance in the selection process must be available at this time.

Description

Join the Conference & Hospitality Services team as we welcome guests to Trent University, Symons Campus in Peterborough this summer. During the summer months we host conferences and events on campus as well as Gzowski Residence is turned into hotel style accommodations.

Guest Services Responsibilities

- Reception at Gzowski College Guest Service Desk.
- Respond to reservation inquiries by phone, email, or in person.
- Efficient preparation for arrival of conference groups and individual guests.
- Conduct check-in/out for in-house groups and guests.
- Collecting payments, balancing daily deposit, processing point-of-sale transactions, and reports.
- Demonstrate knowledge of accommodation rates and facility information.
- Conduct regular bedroom inspections and report any maintenance or caretaking issues.
- Responsible handling of keys and building security, promptly reporting security concerns.
- Ensure tourism/marketing information is displayed and shared with guests.
- Contribute to Conference & Hospitality Services social media activity, responsibly and professionally engaging with clients and guests.

Overall Lead Responsibilities General

- Assist with summer staff training and act as shift lead at Gzowski College Guest Service Desk.
- Ensure policies and procedures are being adhered to and that a consistent approach to customer care is always displayed by all team members.
- Act as primary contact in the absence of the Event Coordinators regarding accommodation needs.
- Maintain communication with Event Coordinator and teammates; participate in weekly meetings with Coordinator/Lead team.
- On-site contact for clients, guests, staff, and vendors in the absence of the Event Coordinator.
- Assist in preparing for client events/conferences; complete prompt and accurate event set-up; ensure events are running according to arrangements made by their Coordinator.
- Troubleshooting of unforeseen circumstances and adjust arrangements as required.
- Liaise with other Trent University departments as needed.

In addition to the above responsibilities, you will be the lead in one of the following areas:

1. Occupancy and StarRez Lead

- Responsible for inputting and updating group reservations in StarRez (accommodation software).
- Administration of individual accommodation inquiries: email and phone correspondence with walk-in guests, confirming bookings in StarRez, posting charges for bookings, updating occupancy floor plans, follow-up on outstanding items (lost and found, etc.).
- Maintain communication with long-term guests: confirming reservation details, providing monthly statements, monthly rent payment processing, sharing maintenance notices, updated availability
- Work closely with the Accommodations Coordinator to update email templates and online accommodations information.
- Maintain relationship with local Tourism Bureau; restock tourism brochures, maps, etc.
- Accurately inputting meal and catering orders for groups in consultation with Coordinators.
- Administer guest satisfaction surveys; report results to the Coordinators and Director.

2. Daily Operations Lead

- Responsible for overseeing and scheduling room checks, ensuring issues are reported and resolved, and communicating with team members when rooms are guest-ready.
- Facility maintenance requests. Sending requests and following up on completion.
- Working closely with the Caretaking team to ensure our laundry is picked up and returned in a timely manner.
- Assist with monthly inspections in long-term stay spaces.
- Responsible for completing key and access card inventories every Monday and promptly reporting any discrepancies to Accommodation Coordinator.
- Oversee locksmith related requests and follow up on lost key inventory, ensure keys have been replaced as needed.
- Responsible for completing weekly inventory of event supplies, liquor and department hard goods.
- Post-event walkthrough of event spaces, ensuring all department property has been collected and tracked.
- Coordinate the pick-up and return of any off-site rentals. Pick-up and replenish event supplies (dry cleaning, water jugs, LCBO purchases, etc.)

Required Skills and Knowledge

- Demonstrated customer service experience. Excellent people skills and a friendly, professional, service-oriented attitude.
- Strong communication and teamwork abilities.
- Smart Served certified.
- Strong computer skills; working knowledge of Microsoft Office software; accurate data entry.
- Good knowledge of the Trent campus and Peterborough area.
- Must be punctual, reliable, hard-working, and enthusiastic team-player who strives to 'get it done'.
- Demonstrated stamina, ability to perform physical labour, lift up to 40 lbs, and lots of walking.
- Clean Criminal Records Check.
- Able to problem solve effectively in a hospitality environment.
- Detail-oriented.

Assets

- Experience with Starrez program.
- Experience in the hospitality industry (hotel front desk, telemarketing, reservations).
- Good knowledge of the Trent campus and Peterborough area.
- Full G Ontario valid driver's license (or provincial equivalent). – highly recommended
- Valid First Aid certification.
- Ability to perform physical labour, lifting up to 40 lbs
- International experience and ability to communicate in multiple languages.
- Previous team lead/supervisor experience, event execution, hotel front desk experiences.

Uniform

- Black/khaki pants or knee length shorts, black walking shoes (provided by the employee).
- Conference & Hospitality Services shirt and a nametag (provided).

Summer On-Campus Accommodation: Potentially available for staff. If interested, please mention in application.

Please submit a cover letter, resume, references and completed application form.

Application forms are available on our web site at

<https://www.trentu.ca/conferences/contact/current-job-postings>

Trent University is actively committed to creating a diverse and inclusive campus community and encourages applications from all qualified candidates. Trent University offers accommodation for applicants with disabilities in its recruitment processes. If you require accommodation during the recruitment process, please contact conferences@trentu.ca.

Deadline to apply: **4:00pm EST February 13, 2025.**