

## STUDENT JOB POSTINGS

### Available Positions

### Guest Services Staff

1 position (30-40 hours/week)

### Wage

\$17.20 per hour

### Mandatory Training

April 23 and 27, 2025

### Work Term

April 23 – August 29, 2025

Hours/schedule varies weekly; weekend, evening and weekday availability 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. Your role is vital in ensuring our clients and guests enjoy an exceptional experience during their visit. These multi-faceted positions demand a fast-pace of work and attention to detail while maintaining a focus on exceptional customer service.

### 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.
- Monitor & update Conference & Hospitality Services social media activity, responsibly and professionally engaging with clients and guests.

### **Event Services Responsibilities**

- Complete prompt and accurate event set-up.
- Prepare & distribute wayfinding signage.
- Inspect bedrooms, classrooms and dining halls prior to guest arrival; reporting any issues.
- Provide on-going event support; respond to guest inquiries; conduct surveys.
- Assist with guest queuing in Dining and Events areas.
- Quality check catering to ensure accurate delivery.
- Complete event clean-up, timely collection and return of event supplies.
- Document post event details and communicate with coordinators.

### **General Responsibilities (All Positions)**

- Responsible for proper access control and use of university resources (i.e. keys, vehicles, parking passes, purchasing cards, etc.).
- Handle client and guest requests in a timely and courteous manner, providing superior customer service and confidentiality.
- Maintain a professional demeanour when handling requests and managing unforeseen changes or challenges.
- Frequent and thorough communication with teammates and supervisors.
- Liaise with departments as needed (i.e. Security, Caretaking, Food Services, etc.).
- On-call shift coverage may be required for larger events.

### **Required qualifications, skills and knowledge:**

- Excellent people skills and a friendly, responsible, service-oriented attitude.
- Strong oral and written communication skills.
- Able to problem solve effectively.
- Focused with attention to detail.
- Strong computer skills; familiarity with Microsoft Programs.
- Experience in handling cash and credit card transactions.

### **Assets (not required):**

- Good knowledge of the Trent campus and Peterborough area.
- Experience in the hospitality industry (hotel front desk, telemarketing, reservations).
- International experience and ability to communicate in multiple languages.
- Demonstrated stamina, ability to perform physical labour, lifting up to 40 lbs, and lots of walking.
- Valid First Aid certification.
- Full G Ontario valid driver's license (or provincial equivalent).
- Clean Criminal Records Check.

### **Uniform**

**General:** Black pants, knee length black shorts or black skirt and black walking shoes (to be provided by the employee).

**Conference Service Shifts:** Conference & Hospitality Services shirt and a name tag (provided).

**Bar Service Shifts:** Black dress shirt (to be provided by the employee).

**Summer On-Campus Accommodation:** Potentially available for full time positions only. Please mention if you would like details.

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](mailto:conferences@trentu.ca).

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