UNIVERSITY OF VICTORIA
CUPE LOCAL 951 POSITION DESCRIPTION

JOB: Clerk/ PB6
TITLE: Front Desk Clerk

DEPARTMENT: Residence Services
POSITION NO: 998008, 998009, 998010, 993879, 993607, 995894, 992812, 992755, 992515, 992397

SUPERVISOR: Manager, Conference and Customer Service
LAST UPDATED: February 26, 2015

SUMMARY:
In support of the overall goals of Residence Services, a unit within the division of Student Affairs, the Front Desk Clerk performs a variety of administrative and customer service duties in the Residence Services Main Office. Residence Services provides accommodation services, programming and education to the on-campus student community, in addition to providing a summer conference operation for off-campus customers. The Front Desk Clerk provides front-line service to both students and guests, assisting with day to day inquiries, taking payments, and making referrals to appropriate individuals and departments.

Reporting to the Manager, Conference and Customer Service, the Front Desk Clerk supports day and evening operations, seven days a week. In addition to providing customer service, the Front Desk Clerk provides administrative support, processes a variety of financial transactions, and maintains the key inventory for residence buildings. The Front Desk Clerk is knowledgeable about the range of services and activities provided by the various departments within Residence Services, as well as the procedures of the Main Office, and develops and maintains familiarity with general university operations in order to provide service and information to students and guests.

MAJOR RESPONSIBILITIES AND DUTIES:

1. Responsibility: 50% Front Desk Customer Service Support

Duties:
- Provides customer service to students, families and guests. Receives and responds to email, phone and front desk inquiries by providing information, directions, assistance, and making referrals to appropriate people and departments within Residence Services and/or the University. Applies general knowledge of the roles and functions of the Residence Services departments, residence buildings and front desk operations in order to provide accurate and timely information. Responds to a large volume of inquiries and provides fast and professional service both on the phone, via email, and in person, including handling significant line-ups during peak periods.
- Develops and maintains general knowledge of Residence Services operations; other UVic departments, programs and services; and appropriate external agencies in order to respond to...
• Checks students, guests and conference groups in and out of UVic residences utilizing a computerized enterprise management system. Provides lock-out service to students and guests using appropriate procedures to ensure safety and security of students, guests and facilities.
• Responds to issues and challenges with students or guests using judgment, tact and discretion in order to assist with problem identification and make appropriate referrals within Residence Services or the University. Issues that require referral may include: problems with accommodation, housekeeping or facilities; payment or account issues; roommate conflicts; security issues, medical, mental health and/or other emergent/urgent issues. Makes referrals to Supervisor and/or appropriate Residence Services management or staff, including Residence Life and Education professionals, Housekeeping or Facilities, and/or Campus Security if required.
• Provides front desk service to Residence Life and Education para-professional staff including signing in and out equipment and keys and other duties as required.
• Attends residence buildings to conduct room checks for confirmation of occupancy status, to lock/unlock laundry rooms, and/or to deliver check-out notices or other documents, as required.
• Provides items such as extra towels, blankets, etc to conference guests as per Residence Services policy.
• Trains temporary casual or new staff in the responsibilities and duties of the Front Desk Clerk.

### 2. Responsibility:
#### 25% Front Desk Administration Support

**Duties:**
- Receives and processes advertisements for off-campus housing using computerized software.
- Provides mail services for residents, including distributing mail in resident mailboxes and receiving, storing and tracking parcels. Verifies recipients identity upon pick up or parcels.
- With direction from Supervisor, creates posters, and notices for facilities work, power outages, office hours, maintenance issues, and other miscellaneous issues that may require communication to students or guests. Posts signs and posters as requested.
- Updates general forms used in front desk operations and maintains appropriate supply for use.
- Receives and distributes paper copies of confidential incident reports to Res life staff as required.
- Performs filing, photocopying, word processing and other related clerical duties.
- Maintains the front desk office and mail sorting areas to ensure processes and resources are well organized, tidy and accessible.
- Under direction from Supervisor, maintains the front desk procedure manual by revising and updating processes and procedures to ensure clarity and consistency.
- Creates room reservations for conference guests using computerized enterprise management system as required.

### 3. Responsibility:
#### 10% Processing of Payment Transactions

**Duties:**
- Receives and processes a variety of payment transactions including resident fees and family housing rent payments; conference accommodation payments; storage and bike locker deposits and payments; the sale of tickets, sundry items, and parking permits.
- Using Enterprise management software, processes credit card, internet payment, wire transfers, cash, cheque and debit payments, applying payments and charges to correct accounts. Ensures
all payments are posted in a timely and accurate manner.

### 4. Responsibility:

**10%  Maintenance of Key Inventory**

**Duties:**
- Maintains a current and accurate count of residence building keys using tracking software, ordering keys when necessary and overseeing the annual cleaning of keys.
- Signs out keys to maintenance workers, guests, Residence Services staff, and other university department staff, as per Residence Services policies. Tracks key returns using tracking software, ensuring that the inventory is maintained accurately in order to support the safety and security of residence buildings and facilities.
- Responds to in-person and phone requests for lock-out assistance from students and guests by providing keys, logging key requests in tracking software and tracking key returns. Contacts Campus Security as required. Applies charges for repeated lock-outs as per departmental policy.
- Implements Residence Services procedures for lost keys and lock changes.

### 5. Responsibility:

**5%  Training temporary staff and casual staff**

**Duties:**
- Trains new or temporary and casual employees in all duties, procedures and policies of front desk operations. Provides support to all members of the front desk team by assisting with procedures.

### REQUIRED QUALIFICATIONS:

**Skills:**
- Proven ability to provide excellent customer service in a fast paced environment on a daily basis
- Strong interpersonal skills
- Demonstrates good judgment, diplomacy, tact and discretion
- Proven ability to pay attention to detail and accurately complete tasks, even during peak periods
- Good written and oral communication skills
- Good organizational and clerical skills
- Ability to work with or without supervision

**Specialized Knowledge/Education:**
- Demonstrated ability with MS word, excel and database software
- Demonstrated math skills
- High school graduation

**Experience:**
- One to two years recent cash handling and customer service experience in a hospitality, retail or higher education environment

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**Employee's Signature:**

**Date:**

**Supervisor's Signature:**

**Date:**