

GUEST SERVICES SUPERVISOR

Student Residences - Summer Jobs



Hours: Full-time, 30-40 hours per week
Salary: \$19.65 per hour + Accommodations
Training Dates: April 29 – May 3, 2024
Contract Date Range: April 29 – August 23, 2024

Job Description:

Student Residences and Ancillary Operations hires students each year to run a summer hotel operation out of Memorial University's residences for conference groups, sports teams, and individual travelers. These staff report to the Guest Accommodations Coordinator.

The Guest Services Supervisor will provide support, leadership, and administrative duties in the following areas for the duration of the conference season, early May through late August. Most shifts will be during the day and include weekends; however, evening work will be required. The successful candidate will receive, on average, 30-40 hours of work per week, and be provided with accommodations as a taxable benefit in residence for the duration of employment.

LEADERSHIP:

Task and prioritize work for Guest Services Associate, Breakfast Attendants, and Summer Monitors. Liaise with staff to ensure rooms are prepared for arrivals in absence of their supervisor. Provide assistance to Guest Services Associates during busy times including processing arrivals and departures, calculating and applying charges, receiving and recording payments. Ensure that the front desk and reception area are organized and stocked with all required items. Document, record, and report emergencies, damages, and facility issues as well as any inappropriate behavior by guests or other staff. Complete financial transactions and keep accurate records of invoices, payments received, and payments due. Oversee and check deposits for completion, accuracy, and follow-through. Provide updates and discuss issues with the finance team.

GUEST SERVICES:

Provide exceptional guest service by answering inquiries and resolving any arising issues. Reply to electronic correspondences and ensure that voicemail messages are cleared daily.

GROUP PREPARATION:

Receive and process room block requests from groups. Meet with group organizers upon check-in and review regulations, health and safety, and emergency information. Input rooming lists, prepare keys, access cards, and invoices.

Job Requirements:

Successful candidates must be currently studying at Memorial or another post-secondary institution, or be provisionally accepted into Memorial for the next immediate academic semester. Students must be in good academic standing. Students must have been registered full-time in the Winter semester and have the intention of returning to full-time studies in the Fall semester. Students must not be registered full-time for Intersession, Summer session, or Spring semester. Students may take courses part-time only if it does not interfere with their work schedule.

Candidates must possess a high degree of knowledge of Memorial's St. John's campus, our facilities, and our services. Work experience in hospitality, conferences, and events, business, tourism, or similar experience that provides the necessary transferrable skills is essential. Experience in leadership positions and activities is an asset. English proficiency required, multilingualism preferred.

Candidates will be highly motivated, have a strong customer-service orientation, and have a demonstrated desire to exceed customer expectations. Specialized software programs and reporting require someone proficient in basic computer skills such as Microsoft Office (all programs). An entrepreneurial spirit and a desire to be an ambassador for Memorial University coupled with strong administrative and organizational skills and attention to detail round out the qualifications.

Remuneration:

Successful candidates will receive \$19.65 per hour, to be paid biweekly in alignment with Memorial University's payroll schedule. In lieu of vacation, employees are paid 4% vacation pay.

Hours of Work:

Mainly daytime and evening shifts, and will include weekend shifts.

How to Apply:

Submit a cover letter, resume, and two references.

Applications must be received by NOON, Monday, January 22, 2024.

Online: Student Residences Portal
<https://www.mun.ca/stay/student-jobs/>
Proceed using your MUN Login

We thank all candidates for their interest; however, only those candidates selected for interviews will be contacted. Interviews will be conducted the week beginning Monday, February 5, 2024.