

SUMMER MONITOR

Student Residences - Summer Jobs



Hours: Casual, on-call
Salary: Accommodations, see remuneration below
Training Dates: May 1 – May 3, 2024
Contract Date Range: May 1 – 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 Summer Monitors provide guest services and live-in monitoring of the residences for the duration of the season, early May through late August. This includes weekly walk-throughs of residence common spaces, tidying as necessary, and ensuring everything is in proper working order. They are also required to provide relief for guest services and housekeeping staff during peak times of the season. Summer Monitors must attend bi-weekly meetings and submit shift reports. As remuneration, successful candidates will be provided with accommodations as a taxable benefit in residence for the duration of the appointment.

GUEST SERVICES:

Share on-call duty responsibilities. Respond to lockouts and emergencies. Conduct nightly walkthroughs of residence. Document, record, and report emergencies, damages, and facility issues as well as any inappropriate behavior by guests. Act as a resource to guests and provide tourist and other related information. Attend to requests for extra linen (e.g. towels, pillows, etc.) or other amenities. Liaise with guest services staff to remedy complaints or arising issues.

ROOM PREPARATION:

Clean, dust, and mop guest rooms. Make beds and change linen. Prepare room, replenish amenities, and guest room supplies. Transport and distribute clean bed and bath linens between buildings and floors. Collect and bundle linen for laundry.

RECEPTION SERVICES:

Perform check-in and check-out procedures. Answer phone calls and respond to in-person inquiries. Call taxis or provide information on the bus system. Prepare keys, access cards, and assist with other desk operations.

OTHER OPERATIONS:

Assist in residence room inspections. Set-up and attend to breakfast service for travelers.

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 as full-time in the Winter semester and have the intention of returning to full-time studies in the Fall semester.

Candidates must possess a high degree of knowledge of Memorial's St. John's campus, our facilities, and our

services. Experience working in a residence life environment is essential. Work experience in hospitality, conferences, and events, tourism, or similar experience that provides the necessary transferrable skills 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. The successful candidate must also be able to lift, carry, push, pull or otherwise move items 30-50 lbs. on occasion.

Remuneration:

Successful candidates will be provided with accommodations as a taxable benefit in residence for the Spring semester (mid-May to mid-August). Monitors will be provided at minimum 3 hours of pay for each shift, at \$17.65 per hour, to be paid biweekly in alignment with Memorial University's payroll schedule. Monitors can expect, on average, 21 hours every 4 weeks. During peak times, when extra help is needed, additional hours will be offered.

Hours of Work:

5 p.m. to 9 a.m.

Rotational on-call schedule shared among a team – e.g. one night each week and one weekend each month. Evenings and weekends are required.

During peak times, when extra help is needed, shifts may also be offered throughout the day.

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.