

GUEST EXPERIENCE SUPERVISOR

Student Residences and Ancillary Operations - Summer Jobs



Hours: Full-time, 30-40 hours per week
Salary: \$20.65 per hour
Training Dates: April 27 – May 1, 2026
Contract Date Range: April 27 – August 28, 2026

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 travellers. These staff report to the Guest Accommodations Coordinator.

The Guest Experience Supervisor will provide support, leadership, and administrative duties in the following areas from early May through early September. Most shifts will be during the day; however, evening and weekend work may 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 Spring semester.

LEADERSHIP:

Oversee duties and performance of Breakfast Attendants, Summer Monitors, and part-time staff. Ensure schedules are completed, supplies ordered and received, inventory rotated, and spaces tidied and organized.

GUEST SERVICES:

Set up, schedule, and promote all guest amenities, conveniences, and programs offered. Build relationships with external tour operators. Build and maintain relationships with internal units and groups that offer guest services and tourism products. Meet with and provide tours to prospective conferences and groups. Document all processes, project time frames, etc. Ensure all brochures, print materials, and electronic sites are relevant and updated. Responsible for rate management and regular rate updates.

RESEARCH:

Review current practices and identify and suggest new offerings. Analyze customer feedback and suggest directions to improve the overall rating. Review industry research to identify accommodations and hotel trends.

MARKETING & COMMUNICATIONS:

Responsible for online reputation management. Monitor and respond promptly to guest reviews on booking sites and social media. Write content for web and print media, and update and post regularly on social media sites. Suggest marketing initiatives and liaise with other staff and units to create marketing strategies. Establish a timeline and content calendar.

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. Completion of major coursework in communications, journalism, or related field is preferred. Work experience in hospitality, conferences, and events, business, tourism, or similar experience that provides the necessary transferable skills is essential. Experience in leadership positions and activities is an asset. Multilingualism is required, with English as one of the languages. Preference will be given to candidates proficient in Canada's official languages.

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:

Student employees will receive \$20.65 per hour, for scheduled and/or approved hours worked and will 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 and resume.

Applications must be received by 11:59 PM, Sunday, January 25, 2026

Online: [Student Residences Portal](https://www.mun.ca/stay/student-jobs/)
<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 16, 2026.

All qualified candidates are encouraged to apply; however, preference will be given to applicants who are legally entitled to work in Canada. Memorial University is committed to employment equity and diversity and encourages applications from all qualified candidates, including women, people of any sexual orientation, gender identity, or gender expression; Indigenous peoples; visible minorities and racialized people; and people with disabilities.