

GUEST SERVICES SUPERVISOR

Student Residences and Ancillary Operations - Summer Jobs



Dates/Hours: February 16 – April 26, 2026 – part-time (4-12 hours/week)
April 27 – August 28, 2026 – full-time (30-40 hours/week)

Salary: \$20.65 per hour + 4% vacation pay

Training Dates: Week of February 16, in-office training
Week of April 27, full summer staff training week

This position is not suitable for candidates with regular or lengthy outside commitments between April 27 – August 28, 2026, e.g., holidays, classes, or a second job.

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 Coordinator, Guest Accommodations.

The Guest Services Supervisor will provide support, leadership, and administrative duties in the following areas for the duration of the conference season. Most shifts will be during the day and include weekends; however, evening work will be required. Successful candidates work approximately 4-12 hours per week between February 16 and April 26, 2026 and then transition to, on average, 30-40 hours per week between April 27 and August 28, 2026.

WINTER PRE-SEASON PREPARATION:

Support pre-season planning and operational readiness between February and April. Communicate with groups in advance of the summer season to ensure all required information is received, clarified, and accurately entered into the reservation system. Review rooming lists, confirm details, and identify group needs to support effective planning for April start-up. Assist full-time staff in updating and organizing training materials, including reviewing content and preparing presentations, job aids, and reference guides for onboarding. Develop a clear understanding of upcoming group needs, schedules, and operational responsibilities to support effective planning and prioritization for a seamless transition into full-time summer operations.

GROUP RESERVATIONS:

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.

LEADERSHIP:

Task and prioritize work for Guest Services Associates and Summer Monitors. Liaise with other staff to ensure rooms are prepared for arrivals in the absence of their supervisor. Assist Guest Services Associates during busy times, including processing arrivals and departures, calculating and applying charges, and 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 behaviour 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 correspondence and ensure that voicemail messages are cleared daily. Receive, cancel, and modify room reservations. Calculate and apply charges to accounts. Receive and record payments.

Job Requirements:

Successful candidates must be currently studying at Memorial or another post-secondary institution. Students must be in good academic standing. Students must be registered full-time in the Fall and Winter semesters. To be eligible, students must not register in full-time courses 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 transferable 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 \$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, in the summer, will include weekend shifts. Schedules are generally determined two to four weeks in advance.

How to Apply:

Submit a one-page cover letter and a two-page maximum resume.

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

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.