

## Woodsworth Residence Front Desk Porter Job Description & Expectations

This information is abbreviated from the Residence Front Desk Porter Manual and hiring documents. Please review this information before submitting your application to make sure you have a strong understanding of what the job entails. This is a working document, and as such, some details may change for next year. Don't be shy to address any questions to a member of the Residence Life Office at [residence@wdw.utoronto.ca](mailto:residence@wdw.utoronto.ca).

Woodsworth College Residence is a suite-style community of undergraduate students living in individual bedrooms within units of 4, 5, or 6 students. Students are not required to have a meal plan and are responsible for the cooperative management of their own spaces.

Under the supervision of the Assistant to the Dean, Residence Administration (ADRA) and the support of the Residence Operations Coordinator (ROC), Residence Front Desk Porters work closely with the Residence Dons, the Assistant to the Dean, Residence Life (ADRL), the Residence Facilities Coordinator, and Woodsworth College staff and faculty. Residence Front Desk Porters are an important part of the Residence Life community. It is expected that Residence Front Desk Porters will communicate openly and effectively with other members of the team. It is important that Residence Front Desk Porters recognize that what they do as individuals impacts the entire team and residence community.

Residence Front Desk Porters are expected to support the mission of Woodsworth College Residence in providing residents with a safe, secure, welcoming, and inclusive residence space. In addition to training and supervising, the Assistant to the Dean, Residence Administration, and the Residence Operations Coordinator will endeavor to ensure that the Front Desk Porters are supported; challenged; and encouraged to provide feedback to the residence community.

<b>Reports to:</b>	Assistant to the Dean, Residence Administration (ADRA)
<b>Term:</b>	August 28, 2019 – May 1, 2020 (dates to be finalized)
<b>Compensation:</b>	\$15.00/hour
<b>Hours:</b>	12 hours/week (including daytime, evening, weekend, and overnight work)
<b>Eligibility:</b>	Candidates must be able to attend the mandatory training program in its entirety which occurs during the week before Labour Day. Previous customer service experience is an asset.

### SCOPE OF POSITION & RESPONSIBILITIES

The Front Desk Porter is the primary customer service person at the residence. The duties are varied and include:

- Guest check-in
- Providing information and answering all questions
- Taking payments
- Sorting mail
- Transferring calls
- Signing for packages
- Signing in guests
- Providing a secure entrance where guests need to show their ID to gain admittance to the residence.

It is expected that the conduct and lifestyle of the Front Desk Porter will serve as a role model for residents.

Specific responsibilities of the Front Desk Porter include, but are not limited to, the following:

**Customer Service:**

- Serve as a referral/resource person to students and the public
- Respond to inquiries in a helpful, polite, and courteous manner
- Greeting visitors and guests
- Conduct tours of the residence
- Giving excellent customer service to anyone who calls or visits the residence
- Answering questions from prospective and current guests
- Becoming familiar with other summer housing options for conference guests
- Taking payments
- Present a positive image of Woodsworth College and the University of Toronto by means of a tidy appearance, positive attitude, and responsive action

**Operations**

- Taking payments
- Processing check-ins
- Updating guest information
- Making keycards
- Controlling access to the residence; ensuring all guests are checked in
- Maintaining key control and following key sign-out procedures
- Maintaining up-to-date room assignment information
- Assisting with hospitality issues including preparing rooms for visitors (i.e.: making beds)
- Assisting in emergency or crisis situations

**Communication:**

- Answering telephones, taking information, and relaying information
- Check voicemail and email; respond when necessary
- Read and follow policy and procedures
- Attend regular staff meetings
- Provide pertinent information to students, parents, the Residence Office, Residence Life Staff, repair and cleaning staff, guests, and visitors

**Administrative:**

- Checking in and out guests
- Signing out equipment
- Sorting and distributing mail, receiving courier deliveries.
- Updating information on the residence database
- Complete all required documentation on time and in a timely manner
- Complete all other administrative duties as assigned

**Key Skills required:**

- Excellent interpersonal and communication skills to perform reception duties and deal with a variety of individuals
- Service oriented perspective (cheerful and positive disposition)
- Demonstrated ability to be proactive and take initiative

- Excellent organizational skills
- Ability to work well under pressure and handle stressful situations in a diplomatic manner
- Attention to detail and accuracy, ability to prioritize work
- Ability to problem solve and manage difficult situations
- Ability to interact effectively with upset individuals
- Previous experience in customer service/front line preferred

**Time Off Requests:**

All times away from campus must be discussed with and approved by the Assistant to the Dean, Residence Administration or Residence Operations Coordinator.

**Reappointment:**

Re-appointment after successful completion of this contract is at the discretion of the Residence Operations Coordinator, Assistant to the Dean, Residence Admissions and the Dean of Students and should not be considered routine or automatic.

**Shift Allocation:**

Residence Front Desk Porters are expected to work at least 1 overnight shift per week as a part of their contract. Residence Front Desk Porters are also expected to be available for the full duration of their contract.

**ADDITIONAL INFORMATION**

It is required that the Front Desk Porters act in a manner that respects guests' rights to confidentiality and demonstrates sensitivity to the complexity of the issues involved in residence living and administration. Prompt reporting of incidents and occurrences in the residence and direct, honest, timely feedback to guests and colleagues is required.

Woodsworth College Residence, chiefly as represented by the Dean of Students, the Assistant to the Dean, Residence Administration, the Assistant to the Dean, Residence Life, and the Residence Operations Coordinator will undertake to provide any reasonable assistance and support requested by the Front Desk Porters in carrying out his/her duties.