

## Woodsworth Residence Front Desk Porter Job Description & Expectations

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 Assistant (ROA), 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 Assistant will endeavor to ensure that the Front Desk Porters are supported; challenged; and encouraged to provide feedback to the residence community.

<b>Supervisor</b>	Assistant to the Dean, Residence Administration (ADRA)
<b>Compensation</b>	\$15.15/hour
<b>Hours</b>	24 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. Previous customer service experience is an asset.

### DESCRIPTION OF DUTIES

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

- Greet and welcome residents, students, staff, faculty, and community members
- Provide building information and answer queries
- Provide access to building for residents
- Office duties including mail organization, signing out building amenities, and general tidying
- Follow directions of staff or emergency services in emergency situations

### 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 Assistant will undertake to provide any reasonable assistance and support requested by the Front Desk Porters in carrying out their duties.