

Toronto Metropolitan University Student Centre (TMU-SC) is an extra-curricular community hub on TMU Campus. We operate the campus pub, a café, and event/conferencing services. Also housed in our buildings are the Students' Unions, the Eyeopener student newspaper, and the campus radio station, CJRU.

The Opportunity: Part-Time Building Services Desk

Are you looking to join a workplace that you don't just work for, but are a part of? A team where your input, work, and successes are valued, and your voice is heard? Are you looking to join a diverse team of likeminded individuals focused on the values of hospitality, service, teamwork and integrity?

Why would you join our team? Our focus is on Experience. Whether you are joining us on our staff team, as a customer, or as a building guest, we want you to have the best experience possible while under our roof.

If you answered **YES** to any of these questions, we encourage you to apply.

Job Location: 55 Gould Street. Toronto Metropolitan University Campus. Downtown Toronto

Position Type: Part-Time

Position Compensation - \$15.61 per hour to start, and other Union benefits

The Skills You Need (or Are Willing to Develop) to Be Successful in the Position

The Building Services Desk is the initial point of contact for students, faculty, staff, and members of the community who wish to speak with the Management of the Student Centre on a whole slate of significant issues

- Facilitates access to rooms
- Receives concerns about the cleanliness or maintenance of the TMU-SC and immediately communicates these concerns to Management, Lead Hands and or the Conference Coordinator
- Processes both outgoing and incoming mail for TMU-SC and all its tenants
- Assists the Conferencing department through intake responsibilities in collecting information from prospective clients
- Provides information to any interested parties about TMU-SC and responds to questions and/or concerns via telephone, in person and through email
- Opening and closing of the Building Services Desk area
- Daily cleaning, maintenance, and organization of the Building Services Desk Provides informative and excellent service to TMU students, faculty, tenants, and clients
- Communicates any client needs or requests to Lead-Hands, Management and or the Conference Coordinator
- Maintenance of the Building Services Desk email account (this includes the transmittal/forwarding of incoming mail to the appropriate party(ies). Emails that do not need to be forwarded to other parties must be responded to within your scheduled shift.

Qualifications:

- Experience is an asset, but we are happy to develop people with the correct attitude and mindset
- Ability to work effectively under pressure
- Smart-Serve certification
- Able to work 15-24 hours/week
- Sensitivity to diverse needs and respect for diversity and equity
- Organizational and Trouble-shooting skills
- Positive and friendly attitude
- excellent judgment and conflict resolution skills
- Superior customer service skills with a friendly people-oriented approach
- Enjoys talking with customers with excellent verbal and written communication skills
- Extremely organized with the ability to manage multiple priorities
- Analytical with strong attention to detail
- Reliable and punctual
- High level of initiative
- Strong problem-solving skills and solutions-based approach
- Works well under pressure and is up for a challenge
- Computer proficiency (e.g., Microsoft Office)

HOURS: 15-24 (Max 35hrs/week)

Compensation: In accordance with the Collective Agreement

The TMU-SC aims to achieve and maintain a representative workforce for all employees by actively seeking to attract individuals of diverse backgrounds while affirmatively addressing the historic underrepresentation of marginalized communities, including but not limited to, Indigenous peoples, Black people, people living with disabilities, racialized people, LGBTQ+ people and women.

Persons with Disabilities: Persons with disabilities are encouraged to come forward at any stage of the recruitment process to request accommodation, if needed. Members of our team will consult and create processes that provide individuals with disabilities with the best possible recruitment experience.

Applying:

We thank all who apply, however only qualified candidates will be contacted for an interview. Submit resume and cover letter (One document in Word or PDF Format) with heading: PT Building Services Desk to jobs@tmusc.ca