

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 Conference Staff

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

- Ensure that the needs of students, tenants, student unions and organizations, external and internal clients are met during catered and non-catered events
- Ensuring that guests have a positive and memorable experience every time they visit the facility
- Prepare all catering supplies needed for events
- Set-up and tear-down of rooms for events
- Ensure that all rooms are set-up properly according to all checklists and procedures set out in the TMU-SC Employee Policy Manual and its subsections within the Conference Manual
- Assist with the catering, delivering food, bussing and replenishing tableware during events in a timely manner
- Ensure that event rooms are constantly monitored
- Assist with client requests during the events and provide outstanding service at all times
- Ensure all areas in the TMU-SC (storage areas, courtyard and lounge areas, hallways, linen and glass room, audio/visual room) are maintained according to the TMU-SC Employee Policy Manual and its subsections within the Conference Manual
- Ensure that all furniture in the TMU-SC is set according to all floor and furniture layout maps
- Ensure conference equipment is never left unattended
- Ensures that all equipment rented by clients is returned and accounted for in accordance with established policies

Qualifications:

- Experience is an asset, but we are happy to develop people with the correct attitude and mindset
- Able to work early morning and late evening shifts (available as early as 7AM and available for evening shifts up until 1AM to set up for the next days' events)
- Ability to work effectively under pressure
- Multi-tasking abilities
- Ability to anticipate and solve problems
- 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
- Respond well to direction
- excellent judgment and conflict resolution skills

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 Conference Staff to jobs@tmusc.ca