



“Schedule A”

Campus Living Centres Inc. Job Description

Job Title: **Customer Service Representative**
Classification: **Group 1, Group 2 or Group 3**
Property: **Property**
Location: **City**

1. Reporting Relationships

Position Reports to: Front Office Manager, Operations Manager
Positions Supervised: N/A
Upward interactions: General Manager

2. Position Summary and Job Magnitude

The Customer Service Representative is responsible for maintaining customer satisfaction at all times. They must be able to relate and understand the customer to attend to their needs and ensure they leave wanting to come back again. The Customer Service Representative has an important role, as they are the first person a customer sees when they arrive and the last person they interact with when they leave.

3. Essential Functions and Basic Duties

- Demonstrate a high degree of customer service
- Be able to use Campus Living Centres computer software
- Make key cards and know how to access and use building keys appropriately and responsibly
- Maintain video surveillance and ensure that cameras are recording at all times
- Produce assigned front office reports and tasks
- Communicate pertinent information between staff
- Know how to handle phone calls with patience and decorum
- Respect guest privacy
- Keep track of where business comes from (walk-in, balloon, previous guest, etc.)
- Knowledge of emergency procedures
- Knowledge of Residence Life procedures
- Know who to contact for various situations
- Ensure the room status is updated from the housekeeping department
- Handle in a professional manner; reservations, check-ins, Check-outs, and account settlement
- Maintain the appearance of the desk, lobby and office area at all times
- Understanding of building departments, including maintenance and housekeeping
- Any other duties as assigned

Health & Safety

- Works in compliance with the provisions of the OHSA, regulations and internal policies and procedures and reports any contraventions to their supervisor
- Uses or wears the equipment, protective devices or clothing that Campus Living Centres requires
- Reports to the appropriate supervisor(s) any hazards, missing or defective equipment or protective device which could endanger any person
- Does not engaging in any prank, contest, feat of strength, unnecessary running or rough and boisterous conduct
- Reports any risks or potential risks of violence or harassment encountered in the workplace immediately to supervisor
- Knows, understands and implements safe work practices and procedures and employs established rules and procedures for handling materials, equipment and processes (eg. Reporting unlabelled containers, using proper lifting techniques, etc.)
- Requests that worn out or defective equipment be replaced, when appropriate
- Uses equipment and materials only in the manner intended
- Reports any injuries, incidents and unusual conditions immediately to supervisor
- Inspects the work area and equipment daily and reports any hazards immediately to supervisor
- Attends all required health and safety training programs (e.g. WHMIS, orientation), and applies knowledge to daily operating procedures at Campus Living Centres

4. Performance Measurements

Performance Measurements

Performance will be primarily measured on the following factors:

- Initiative
- Inter-Personal Skills
- Customer Service
- Reliability
- Skill & Knowledge
- Quality of Desired Results
- Adaptability & Flexibility
- Organizing & Planning
- Overall Performance

5. Qualifications

Education: High School Diploma, College or University preferred

Skills/Abilities: Must possess superior verbal communication skills
Must possess superior customer service skills
Must possess superior positive attitude
Must be able to handle multiple projects at once

Experience Required: Minimum of 1 year industry experience or equivalent management experience

6. Working Conditions



Hours per Week:	TBD
Indoor/Outdoor:	Indoor
Level of Interruption:	High level of interruption
Stress Level:	Moderate overall stress level
Travel Outside of Location:	Minimal