

ON-CALL ATTENDANT (2019-2020 ACADEMIC YEAR)
BOOTH UNIVERSITY COLLEGE

OVERVIEW:

The On-Call Attendant is responsible to attend to emergency and urgent calls during scheduled on-call periods. The On-Call Attendant will also assist in maintaining security and integrity of premises; will greet hospitality guests, prepare guest rooms and assist in other hospitality duties as assigned. The On-Call Attendant is required to live on site.

ESSENTIAL FUNCTIONS OF THE JOB/ROLES AND RESPONSIBILITIES:

- Prepare bedrooms for guest arrivals including: vacuuming, dusting, cleaning & bed-making and clean common areas as needed.
- Perform specific duties pertaining to each guest/group including, but not limited to: assisting with luggage, responding to inquiries, providing additional towels or bedding, issuing keys and providing orientation to the guest(s)
- Maintain and clean the 3rd floor laundry area and hospitality storage area as directed

During scheduled on-call periods the On-Call Attendant will:

- Carry on-call cell phone and be prepared to respond and be on site within 30 minutes of receiving a call
- Perform an evening building check in accordance with the on-call checklist procedure
- Perform additional building checks as required or directed by supervisor
- Complete daily on-call checklist journal
- Respond to calls, requests or situations that arise, dealing with the matter directly where appropriate (ex. Hospitality guest locked out of room) and notifying other personnel such as Hospitality Manager, Facilities Manager, etc. when necessary
- Provide after-hours support to Facilities and Hospitality as needed by performing duties such as, but not limited to, attend to minor guest issues; provide keys to guests arriving after hours; provide building access for after-hours maintenance;
- Respond in accordance with policy and procedure to any building alarms
- Notify appropriate management personnel (such as Facilities Manager or Student Services Coordinator) of situations requiring their attention
- Immediately inform Vice President Administration of situations that may involve institutional liability
- Prepare reports as required by procedure (ex. Incident report) or as directed by supervisor
- Respond to all on-call situations with discretion and good judgement and with safety of students and guests as priority

QUALIFICATIONS

1. Required

- Able to respond to urgent situations with calmness and sound judgement

- Must live on site in the Waldron Building
- Resident student in good academic standing
- Demonstrated ability to work independently and exercise appropriate initiative
- Able to exercise discretion and judgement in handling sensitive and confidential matters

2. Assets (Preferred Qualifications)

- Experience in customer service/hospitality work an asset
- Trained in basic first aid

How to apply?

If you are interested in applying for this position, please submit the following items to boothuc_careers@boothuc.ca

1. Resume
2. Cover Letter
3. Student Employment Application

Application Deadline: July 25, 2019