



The Central Student Association (CSA) is the undergraduate student union at the University of Guelph. We advocate on behalf of our membership, representing collective interests on a diverse range of issues such as public transit, housing, student rights and the accessibility of education. In addition we offer numerous services and programs such as the universal bus pass, health and dental plan, and a Student Help and Advocacy Centre.

SUMMER FRONT OFFICE COORDINATOR

The Summer Front Office Coordinator is the first point of contact for students when accessing the CSA’s services and visiting the Main Office. The primary duty of this position is to engage with the membership while providing excellent customer service and maintaining the Front Office space and the CSA Print and Photocopy Service.

Term	May 8 to August 26, 2017, 16 weeks
Hours	28 hours per week, Monday to Thursday, 9am-4pm
Hourly Rate	\$14.00 per hour
Immediate Supervisor	President

TRAINING AND TRANSITION:

- Required to attend a full day of Staff Training on Saturday, April 1, 2017, and other Training sessions/workshops scheduled by the Policy & Transition Manager covering topics related to conflict resolution, inclusivity, CSA policy and bylaws, etc.
- Required to support in the updating of the Front Office Operating Manual to be submitted to the Office Manager and the Policy & Transition Manager prior to the end of your contract

JOB DESCRIPTION:

- Available to work between the hours of 9am – 4pm Monday to Thursday for the duration of the contract
- Be the main contact for all staff and executive in the summer. Assist with all office related duties.
- Answer front office telephones, direct calls to appropriate people, record messages as needed
- Respond to student and public inquiries regarding the CSA and the University and do your best to find answers to inquiries as best as possible
- Be aware of the whereabouts of executive members during office hours in order to best respond to student inquiries
- Manage and handle cash for CSA photocopy & printer services, ticket sales, and any other sales taking place in the front office
- Manage the rental of CSA equipment, as well as the boardroom booking calendar
- Manage the CSA photocopy & printer service which would include offering assistance to students, collecting payments and scheduling large print jobs
- Order paper and Xerox supplies as needed
- Be responsible for collecting payment from students who use the Pro-Ink refilling cartridge service, collecting recording payments from students, etc., and answering questions regarding the service
- Ensure the front office, including the photocopy room, literature tables and computer stations are kept tidy
- Ensure an updated inventory of office supplies is maintained; order office supplies as needed, following purchasing protocols outlined in the Office Manager’s manual
- Track internal work orders and submit to the Business Office on a monthly basis
- Process ISIC cards; ensuring appropriate protocol is followed in maintaining the information and taking photographs
- Be involved with the poster running service and poster approval for student groups
- Organize the button-making supply and ensure there is an adequate inventory of supplies
- Check and distribute mail when required
- Assist with Bus Pass Distribution and distribute bus passes throughout the year
- Collect Bus Pass opt-in payments

- Collect bus pass replacement fees for replacement stickers
- Email students if any lost student cards are returned to the CSA Office and send unclaimed cards to the Registrar's Office
- Attend staff meetings, and performance reviews when required
- Be of general assistance in office-related tasks

QUALIFICATIONS:

- Able to work independently with minimal supervision
- Takes initiative
- Strong customer service orientation
- Cash handling experience
- Proficiency with computers, particularly with Microsoft Office programs
- Ability to multi-task
- Experience with inventory management
- Strong understanding of, and commitment to, inclusivity
- Strong knowledge of the CSA and its role on campus
- Member in good standing of the CSA (having been an undergraduate student in the previous 12 months)

Deadline for applications is Friday, March 17, 2017 at 12:00 PM (noon)

Resumes and Cover letters should be submitted online through the CSA application process found at <http://www.csaonline.ca/jobs>

For a complete copy of the CSA Hiring Policy, visit <https://csaonline.ca/about/bylaws-policies>. The CSA hiring policy is found in Appendix D of the Policy Manual, Section 4.0.

The CSA is committed to employment equity and to the creation of a working environment that is welcoming for all applicants. We particularly encourage applications from women, Aboriginal peoples, persons with disabilities, racialized people, international students and members of Queer communities.
