The Central Student Association (CSA) is the undergraduate student association at the University of Guelph. We advocate on behalf of our membership, representing their 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 Bullring, universal bus pass, health and dental plan, Bike Centre, Clubs, Student FoodBank, SafeWalk, Student Help and Advocacy Centre, printing, and promotional services.

FRONT OFFICE ASSISTANT

The Front Office Assistant is often the first point of contact for students when accessing the CSA’s services and visiting the Main Office. The primary duties of this position are to engage with the membership, provide excellent customer service, be proficient with the services offered through the Front Office, be well informed as to CSA programmes, services, events, and campaigns. The Front Office Assistants (3) have a supporting role in maintaining excellent communication, Front Office space, and high quality service.

| Term                     | September 6 to December 16, 2022, 15 weeks  
|                         | January 9 to April 21, 2023, 15 weeks  
|                         | (Note: no scheduled hours during Reading Week)  
|                         | Total of 30 Weeks  
| Hours                   | Average 10 to 12.5 hours per week, may be reduced during Exam Periods  
|                         | Maximum 350 hours total  
| Hourly Rate             | $16.50 per hour, plus 4% vacation pay  
| Immediate Supervisor    | Office Manager & Executive Support  

TRAINING AND TRANSITION:

- Required to complete the following online training modules:
  - Workplace Health & Safety
  - Anti-Oppression
  - Accessible Service Provision
- Required to attend the following in-person training modules:
  - CSA Staff Orientation
  - Workplace Violence & Harassment
  - Conflict Resolution

JOB DESCRIPTION

GENERAL:

- Available to work contract hours between 10am – 4:00pm, Monday through Friday
- Attend staff meetings, and performance reviews as required
- Complete and submit biweekly time sheets to the Business Office
- Meet regularly with the Office Manager

FRONT OFFICE RESPONSIBILITIES

- Ensure people walking into the space do so in compliance with University and Public Health regulations
- Clean and maintain all high touch surfaces
- Ensure the front office, including the photocopy room, literature tables and computer stations are kept tidy and stocked
- Respond to telephone and email inquiries
• Be aware of the whereabouts of executive members during office hours in order to best respond to student inquiries
• Be aware and knowledgeable of CSA services, upcoming CSA events, campaigns, and initiatives
• Email students if any lost student cards are returned to the CSA Office and send unclaimed cards to the Campus Card Centre
• Cash handling for CSA photocopy & printer services, ticket sales, and any other sales taking place in the front office
• Notify the Office Manager when inventory supplies are low and need to be ordered
• Pick up and distribute mail, when required
• Be of general assistance in office and operational-related tasks as required and mutually agreed upon

FRONT OFFICE SERVICE RESPONSIBILITIES
• Manage the Boardroom and Club Hallway room booking calendars and key sign-outs/returns
• Manage the CSA photocopy & printer service which would include offering assistance to students, collecting payments and scheduling large print jobs
• Record CSA equipment rentals, maintain inventory and sale of related stock supplies
• Process Bus Pass opt-in sales and be a knowledgeable resource for Bus Pass and Late Night Service inquiries
• Manage elements of the poster run service for student groups, keeping accurate records for billing purposes

QUALIFICATIONS:
• General knowledge of the CSA and its role on campus
• Strong communication skills
• Ability to multi-task
• Customer service experience
• Cash handling experience
• Understanding of campus services and resources considered an asset
• Proficiency with computers, particularly with Microsoft Office programs
• Strong understanding of, and commitment to, inclusivity

Deadline for applications is Friday, September 16, 2022, at 12 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 C of the Policy Manual, Section 4.0.

The CSA is a 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.

The Central Student Association welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process. To arrange accommodations please contact csamain@uoguelph.ca

New hires who require an Accommodation Plan must request a meeting with either the Business Manager or the Office Manager (CSA HR Support Team) prior to the hire date specified in the employment contract. This meeting will be confidential and specific to the individual’s needs

Updated August 2022