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 (ONE OF TWO POSITIONS)**

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 have a supporting role in maintaining excellent communication, Front Office space, and high quality service.

| Term | October 1, 2023, to December 15, 2023, 11 weeks  
January 8 to April 19, 2024, 15 weeks  
(Note: no scheduled hours during Reading Week)  
Total of 26 Weeks |
|---|---|
| Hours | Average 10-12 hours per week during Front Office hours, maximum 300 hours total  
Must be available to work on Monday and Friday over lunch  
(Note: hours may be reduced during Exam Periods) |
| Hourly Rate | $17.00 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
  - Sexual and Gender Based Violence Awareness
- Required to attend the following in-person training modules:
  - CSA Staff Orientation
  - CSA Positive Workplace: CSA Norms, Conflict Resolution, and HR Support Team
  - Workplace Respect: Workplace Violence & Harassment

**JOB DESCRIPTION**

**GENERAL RESPONSIBILITIES:**

- Available to work 3 shifts per week between 9am – 4:30pm, Monday through Friday, must be available for lunch coverage on Mondays and Fridays
- 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:**

- Greet all visitors in a courteous and professional manner
- Respond to in-person, telephone, and email inquiries
• Ensure visitors maintain compliance with University and Public Health regulations while in the space
• Regularly sanitize all high-touch surface
• Ensure the Front Office, including the photocopy room, literature tables and computer stations are kept tidy and stocked
• Notify the Office Manager when inventory supplies are low and need to be ordered
• Be aware of the whereabouts of executive members during office hours in order to best respond to student inquiries
• Maintain data files specific to Front Office traffic and utilization
• 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 Office
• Pick up and distribute mail, when required
• Contribute ideas to improve Front Office services and the overall student experience based on interactions with visitors
• Be of general assistance in office and operational-related tasks as required and mutually agreed upon

FRONT OFFICE SERVICE RESPONSIBILITIES
• Manage the CSA Photocopy & Printer Service by assisting visitors, collecting payments, and scheduling large print jobs
• Manage the Boardroom and Club Hallway room booking calendars and key sign-outs/returns
• Monitor Club spaces at least once per shift to ensure proper utilization of space, and report issues to the Office Manager
• Manage elements of the Poster Run Service for visitors, keeping accurate records for billing purposes
• Manage CSA Button Maker and other equipment rentals, maintaining inventory and sale of related stock supplies
• Receive and record revenue from CSA ticket and/or product sales
• Process Bus Pass opt-in sales and be a knowledgeable resource for Bus Pass and Late Night Service inquiries

QUALIFICATIONS:
• Exceptional customer service skills
• Ability to work independently and within a team
• Strong initiative and self-management skills
• Strong organization and time-management skills
• Ability to effectively multi-task and reprioritize new requests as they arise
• Strong written and verbal communication skills
• Proficiency with computers, particularly with Microsoft Office programs
• Cash handling experience
• Strong understanding of, and commitment to, inclusivity
• General knowledge of the CSA and its role on campus an asset
• Understanding of campus services and resources considered an asset

Deadline for applications is Friday, September 22, 2023, at 12:00 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.