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 (S) – 2 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 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. It is important for Front Office Assistants to be flexible in both the scope and performance of their duties as we transition from fully remote service to in-person service.

| Term | September 7 to December 17, 2021, 15 weeks  
|      | January 10 to April 22, 2022, 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 | $16.00 per hour, plus 4% vacation pay |
| Immediate Supervisor | Office Manager & Executive Support |

TRAINING AND TRANSITION:
- Required to complete the following online training modules:
  - CSA Staff Orientation (1 hr)
  - Workplace Health & Safety (2.5 hrs)
  - Anti-Oppression (1 hr)
  - Workplace Violence & Harassment (1.5)
  - Accessible Service Provision (1 hr)
  - Covid Infection, Prevention and Control Awareness (.5 hr)

JOB DESCRIPTION:
- Available to work between the hours of 9am – 4:30pm at least twice per week
- Ensure people walking into the space do so in compliance with University and Public Health regulations
- Clean and maintain all high touch surfaces
- 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
- Manage the boardroom booking calendar and schedule room bookings for club meetings
- Manage the CSA photocopy & printer service which would include offering assistance to students, collecting payments and scheduling large print jobs
- Monitor and notify the Office Manager when printer supplies are running low
- Ensure an updated inventory of office supplies is maintained
- Ensure the front office, including the photocopy room, literature tables and computer stations are kept tidy and stocked
- Pick up and distribute mail when required
- Be a resource for Bus Pass inquiries and assist with opt-ins
- Process ISIC cards; ensuring appropriate protocol is followed in maintaining the information and taking photographs
- 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 and keys
• Be involved with the poster running service and poster approval for student groups, keeping accurate records for billing purposes
• Organize the button-making supply, track quantities and ensure there is an adequate inventory of supplies
• 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 and operational-related tasks as required and mutually agreed upon

QUALIFICATIONS:
• General knowledge of the CSA and its role on campus
• Ability to multi-task
• Experience with inventory management
• Cash handling experience
• Proficiency with computers, particularly with Microsoft Office programs
• Customer service experience
• Strong understanding of, and commitment to, inclusivity

Deadline for applications is Wednesday, July 7, 2021, 4:00 PM
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.

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.