

RESIDENCE FRONT DESK POSITION – FALL/WINTER 2025-26

The role of our Front Desk Porter staff at the Innis Residence is important to maintaining a living-learning community that is safe, supportive, and thriving. The front desk operates as a central hub where residents can access reliable information and a variety of services. Our Front Desk team works collaboratively with one another and the staff in the Office of the Dean of Students to ensure that our residents receive the best possible service and support.

Front desk staff at the Residence are broadly responsible for addressing enquiries, managing building access, delivering a variety of resident services, and relaying information to various parties. This is a frontline position that frequently interacts with residents, students, visitors, staff, faculty, contractors, and the general public.



Learn about:

Decision-making
Communication
Professionalism
Leadership

Minimum Qualifications

In order to be considered for this position, applicants must be:

- a registered, full-time student at the University throughout the Fall and Winter terms,
- in good academic standing at the University at point of application,
- willing and able to work one to two shifts per week between 11pm-7am, and
- able to work throughout the entirety of the contract period.

Skills & Experiences

Below is a list of skills and experiences that we consider assets in this type of role. Please note that this is not an exhaustive list and applicants are not expected to meet them all. Training is provided to ensure that individuals have the skills they require to succeed as Front Desk staff.

- Excellent customer service skills;
- Good decision making, problem-solving, and critical thinking skills;
- Demonstrated ability to interact professionally with others;
- Ability to work in a fast-paced environment;
- Demonstrated tact, discretion, and respect for confidentiality;
- Must be dependable, responsible, and flexible;
- Ability to work within the MS-Office platform and other technical tools;
- Demonstrated initiative and ability to work independently.

Overview of Responsibilities

1. *Monitoring and Managing Access* – Front desk staff are responsible for monitoring access to the residence, including identifying residents and directing guests and visitors accordingly. They are also responsible for monitoring security and alarm systems and notifying Campus Police or other appropriate personnel, as needed.

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2. *Residence Services* – A variety of residence services are delivered at the front desk. Staff are responsible for receiving, sorting, and distributing mail and parcels for residents, registering guests and visitors, loaning out equipment, submitting IT or maintenance requests, signing out and replacing lost keys, and so on.

3. *Communication* – The front desk plays an integral role with respect to communication between students, residence administration, and other stakeholders. Front desk staff are responsible for receiving inquiries and providing accurate information to residents, staff, guests, and the public. They are also responsible for maintaining an accurate and up-to-date information database and advising facilities and caretaking staff of issues.

4. *Administrative* – These responsibilities include attending training and regular meetings, documenting incidents and concerns, maintaining a log of front desk activities, receiving and forwarding telephone calls, and so on.

Hours of Work & Remuneration

All Front Desk staff are paid a wage of \$22.56 / hour and should expect to work approximately 12-16 hours / week. Since the Front Desk operates 24 hours per day, staff should expect to be scheduled for a combination of morning, afternoon, evening, and overnight work.

Term of employment: August 18, 2024, to May 2, 2026

Application deadline: June 18, 2025, at 12:00 pm (noon) ET; interviews will occur on a rolling basis