

Guest Registration Staff

Position Description

Reporting to the Community Development Coordinator (CDC), the Guest Registration Staff (GRS) purpose is to assist the Residence Life Staff in identifying residents and registering guests, to maintain a safe and secure residence environment conducive to learning and personal growth, and supporting the mission and educational priorities of the department. The GRS will act as an ambassador to the department while interacting with students, Residence Life Staff, and campus partners, and support the residence community.

Nature and Scope

The GRS must have excellent interpersonal and problem solving skills and be willing to commit their efforts in supporting the residence community and maintaining an environment which is conducive to learning and personal growth for residence students. The GRS will uphold the Guest/Escort Policy by monitoring the arrival and departure of residents and guests during their assigned shifts with the support of the Residence Life Staff.

Duties and Responsibilities

As a Guest Registration Staff, in conjunction with the Community Development Coordinator and the GRS team, you will work to uphold the Guest/Escort Policy, and the mission and education priorities of the Residence Life Office through:

Administration

- Monitor McMaster email account daily for job-related information, communicating with other GRS members, and complete all paperwork in a timely manner.
- Maintain regular communication with the CDC, which includes but is not limited to attending meetings, attending all training sessions, and end-of-shift documentation.
- Maintain a high level of confidentiality regarding residents and work related matters, and keep the CDC informed in a timely manner.
- Complete necessary health and safety quizzes in accordance with McMaster University policy and procedures.
- Monitor WhentoWork account regularly to request shifts off, request shift changes, and access monthly schedules.
- Use department equipment supplies (e.g. iPad, guest bracelets, markers/pens) responsibly and notify CDC when building supplies need replacing or there is a problem
- Effectively document issues with the guest registration process, including but not limited to iPad issues, and Guest Registration application errors.
- Complete all other duties as assigned to help support the department.

Guest Registration

- Sign-in and out at the appropriate Service Desk (West or North) and pick up appropriate GRS materials
- GRS are responsible to ensure the desk is open promptly starting at 9PM; GRS will remain at the desk until 2AM
- Be attentive and welcoming to people entering residence
- Effectively utilize the Guest Registration application provided on the Residence iPad to manage and track guests signed into residence
- Ensure residents and guests present their McMaster ID card or a government-issued photo ID card when signing into a residence building
- Educate guests and their hosts on the Guest/Escort Policy to ensure their understanding and responsibilities
- Allow CAs to manage conflict and resolve community issues, as they arise
- Support CAs, the RMOC, other RMs, the CDCs, McMaster Security, and Housing Assistants throughout shift, as required
- Submit an electronic shift log through the application, before noon of the following day
- Recognize the impact of the GRS as a positive role model and community builder, by maintaining an exemplary standard of conduct that serves as an example of responsible behavior and good citizenship to the residence community.

- Know, observe, and apply University and Residence Policies, Code of Student Rights and Responsibilities, and the Guest/Escort Policy

Core Competencies

- Effective organizational and time management skills
- Computer skills including proficiency with Microsoft Word

Self-Management

- Ability to attend to one's own wellness and balance priorities effectively and manage time to meet deadlines while succeeding personally, academically and professionally.
- Demonstrates good judgment and problem solving skills

Relationship Development

- Excellent communication skills to affect positive student-staff relations
- Ability to work independently and others to contribute to the overall residence experience

Qualifications

- Full-time McMaster student status (full-time undergraduate student is defined as one who is taking courses equivalent to at least twenty-four units between September and April, or is enrolled in a full-time co-op/outgoing exchange program).
- Available during peak high traffic residence times including but not limited to, Thursday, Friday, and Saturday nights.
- Demonstrates responsibility, organizational, and excellent communication abilities
- Demonstrates customer support capacities

Compensation & Vacation

- \$12.25 per hour
- Guest Registration Staff are expected to be available to attend a minimum of 4 shifts a month

Start Date: August 22nd, 2016

End Date: September 30th, 2016

Application Deadline: Friday July 29th, 2016 at 11:59PM

Online Application: Student Voice

<http://ca.studentvoice.com/mmu/guestregistrationstaff>

Contact Information:

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