FRONT OFFICE ASSISTANT
Fall/Winter 2017-18
Job Posting

DEPARTMENT: Queen’s University International Centre quic.queensu.ca
WORK PERIOD: Fall-Winter (September 1, 2017 – April 30, 2018)

SUPERVISOR: Administrative Secretary (Front Office Administrator)
ELIGIBILITY: Applicants must hold a Work-Study Entitlement
www.queensu.ca/studentawards/financial-assistance/work-study-program
RATE OF PAY: $12/hour (includes vacation pay)

APPLICATION DEADLINE: ➤ Fall-Winter Position - Sunday, August 13, 2017

JOB SUMMARY:
Front Office Assistants will be responsible for completing various tasks relating to Front Office Welcome/Reception, UHIP, QUIC programs and services, International Centre housekeeping, and administrative support.

Front Office Assistants are generally scheduled for 1-2 shifts/week: Monday-Friday (2.5-4 hour shifts).
In addition, there will be occasional half day/full day shifts: Monday-Friday (8am-noon/1-4:30pm).

Note: Front Office Assistants have the opportunity to be scheduled to work 20-35 hours/week during Orientation periods (late August – early September and 1st week of January).

DUTIES AND RESPONSIBILITIES:
• Welcome and reception of student/staff/faculty/visitors to the International Centre (walk-in/phone call);
• Directing visitors (enquiries) to the appropriate staff member as needed;
• Administrative support for the University Health Insurance Program (UHIP)
• Assisting with the programs and the promotion of QUIC;
• Daily set-up, monitoring and take-down of the Centre’s Coffee/Tea Station;
• Daily housekeeping of the Centre’s Kitchen, Hall and Lounge;
• General administrative duties as requested;
• Ability to adhere to strict confidentiality rules as required.

SKILLS REQUIRED:
• Respect for people whose social, religious, or political background may be different from your own;
• Patience, tact, and discretion in giving/taking information or messages to/from visitors to the Centre;
• Clear voice, accuracy and attention to detail, as well as patience and tact when using the Centre phone;
• Experience in welcome/reception, administrative duties and/or housekeeping would be an asset;
• Computer competency in MS Word and MS Excel would be an asset;
• Knowledge of the Queen’s University International Centre and its operations would be an asset.

APPLICATION PROCEDURE:
Please submit a resume and letter of application that includes:
• Any previous welcome/reception, administrative and/or housekeeping experience you have acquired;
• Any familiarity with the operation of the Queen’s University International Centre;
• Confirmation that you have applied for (and been approved) for the work study bursary program;
• Two references (contact information only).

Please e-mail your application to ita.mcconnell@queensu.ca