FRONT OFFICE ASSISTANT
Job Posting

DEPARTMENT: Queen’s University International Centre quic.queensu.ca
WORK PERIOD: Spring-Summer (May 1 – August 31)
and/or Fall-Winter (September 1 – April 30)
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:
- Spring-Summer Position - Wednesday, April 5, 2017
- Fall-Winter Position - Wednesday, August 16, 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

quic.queensu.ca
613.533.2604