

Campus Card/Information Carleton Representative Winter 2024 Intake

Position Title: Campus Card/Information Carleton Representative
Department(s): Campus Card/Information Carleton

Hours: **TRAINING (Paid):** December 20, 2023, mandatory full day in class training sessions
SHIFTS: January 4 to January 19th, 2024

Remuneration: \$16.65 per hour

The role of the Campus Card / Information Carleton Representative is to respond to inquiries from students, their parents, the general public, Carleton staff, and other members of the Campus Community, in person as well as over the University's Information Phone Line. This role also includes the production and issuance of all Campus Cards and U-Pass Cards, adding funds to Campus Cards, managing the Lost and Found, and other administrative functions.

REQUIREMENTS:

- Enrolled as a full-time student at Carleton University Winter 2024 or Summer 2024.
- To be considered for an extension, you must also be a full time student in Fall 2024.
- Excellent English communication skills – proficiency in any additional language is an asset.
- Excellent interpersonal skills.
- Strong problem solving skills and ability to work well under pressure.
- High levels of professionalism, and a strong understanding of customer service and public relations.
- Excellent knowledge of the university's services and departments.
- Comfort working with various computer software and hardware.
- Tact, diplomacy, patience and politeness are essential.
- Ability to use a map and give directions both to the University from off-campus locations, as well as within campus.
- Reception or call centre experience is an asset.

RESPONSIBILITIES:

Information Carleton Phone Line:

- Answer calls on the University's main information line and automated attendant line.
- Refer calls to the relevant services on and off campus.
- Transfer calls to requested extensions.
- Provide contact information to callers from the University's directory.

Campus Card Front Counter:

- Produce all student, staff, faculty, retiree, post-doctoral fellow, alumni cards, and U-Passes.
- Process Campus Card, debit, credit card and cash transactions, and complete a daily sales summary report.
- Manage lost and found inventory.
- Stock and maintain display racks, and bulletin board.
- Keep up-to-date on events and activities on-campus, and sharing this information with colleagues.
- Monitor Galleria bookings and activities.
- Complete PCI Compliance training annually in addition to the initial onboarding.
- Other duties as required.