



Campus Card Office Representative Fall Rush 2025 (Potential for Extension)

Position Title: Campus Card Representative

Department: Campus Card Office

Hours: **TRAINING (Paid):** Week of August 17th/24th, 2026 Must be on campus for practical training
SHIFTS: August 27 to September 14, 2026 possibility of extension to April 30, 2027

It is mandatory to have fully open availability on Labour Day Weekend (Aug 29th & 30th, 2026). Fall Orientation leaders may not apply.

Campus Card Hours of Operation for Fall 2026 are not confirmed. Applicants can expect to work on weekdays only, with the exception of Labour Day Weekend

The Campus Card Representative role involves supporting students, staff, and members of the campus community with a variety of essential campus services. Primary responsibilities include issuing Campus Cards and U-Pass Cards, processing card account transactions, assisting with Lost and Found services, and completing other administrative and operational tasks within the office.

REQUIREMENTS:

- Enrolled as a student at Carleton University Summer 2026 or Fall 2026
- To be considered for an extension, you must also be a student in Winter 2027.
- 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:

- Produce all student, staff, faculty, pensioner, post-doctoral fellow, alumni cards, and U-Passes.
- Process Campus Card, debit, credit card and student account 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.