STUDENT JOB DESCRIPTION

Job Title: Guest Services Lead - Summer

Department: Office of Conference & Event Services

Supervisor Title: Event Coordinator CES

Last Reviewed: October 2026

Location(s): Peterborough Campus

JOB PURPOSE:

The Guest Services Lead (GSL) is a summer student employee within the Office of Conference and Event Services which is part of the Housing and Conference Services Division. The GSL general responsibility is to support and mentor the Guest Service summer staff in operations of the Front Desk and guest accommodation for CES. The GSL position will mainly work out of the East Service Centre on campus but may work in other areas of campus to complete specific tasks related to CES operations. The GSL is a front-line student position that will have regular contact with other CES staff, conference guests, visitors, HCS Staff, campus partners and suppliers. The GSL will report to the Events, Summer Accommodation & Sales Coordinator within CES.

KEY ACTIVITIES:

General

- Provide front line guest service primarily at East Service Centre to clients, guests, staff, and vendors for summer CES operations
- Ensure policies and procedures are being adhered to and that a consistent approach to customer care is always displayed by all team members.
- Maintain communication with Event Coordinator and teammates; participate in weekly meetings with Coordinator/Lead team.
- Conduct check-in/out for CES groups and guests.
- Collecting payments, balancing daily deposit, processing point-of-sale transactions, and reports.
- Assist with summer staff training for CES team
- Troubleshooting of unforeseen circumstances and addressing guest issues/concerns, adjust arrangements as required

- Maintain a comfortable, clean, quiet, and welcoming environment at the Service Centres.
- Promptly reporting security concerns
- Responding and assisting CES guests during on call/stay over shifts
- Assist with scheduling

Communications

- Ensure follow up to reservation inquiries is completed in timely manner with accurate information following department procedures
- Work closely with the Accommodations Coordinator to update email templates and online accommodations information
- Respond to and maintain communication with long-term guests (apartment rental): confirming reservation details and payment schedule and other relevant notices once in house.
- Contribute as directed to Conference & Event Services social media activity
- Maintain relationship with local Tourism Bureau; restock tourism brochures, maps, etc.
- Liaise with other Trent University departments as needed
- updating occupancy floor plans, follow-up on outstanding items (lost and found, etc.).

StarRez

- Assist with setting up group blocks and bookings in StarRez system,
- Responsible for ensuring accurate entry of all bookings in StarRez, including charges and payments posted and uploading rooming lists in advance of group arrival
- Daily review to ensure check in and out for bookings is updated accurately
- Ensure daily occupancy and room cleaning reports are shared to relevant campus partners
- Preparing and providing monthly statements, monthly rent payment processing for LTS

Keys and Access

- Responsible to maintain and update the residence key inventory and building access cards by following established procedures and promptly reporting any discrepancies to Accommodation Coordinator.
- Follow up on locksmith related requests and lost key inventory, ensure keys have been replaced as needed following procedures.
- Ensure efficient preparation for arrival of conference groups and individual guests including preparing key packages and rooming lists or registration cards and receipts as required.

EXPERIENCE/QUALIFICATIONS REQUIRED:

- Demonstrated customer service experience.

- Excellent people skills and a friendly, professional, service-oriented attitude.
- Excellent oral and written communication and teamwork abilities.
- Smart Served certified.
- Strong computer skills; working knowledge of Microsoft Office software; accurate data entry.
- Good knowledge of the Trent campus and Peterborough area.
- Must be punctual, reliable, hard-working, and enthusiastic team-player who strives to 'get it done'.
- Demonstrated stamina, ability to perform physical labour, lift up to 40 lbs, and remain active on your feet for extended periods.
- Able to problem solve effectively in a hospitality environment.
- Ability to work independently with minimal supervision, take initiative and be proactive.
- Shows maturity, responsibility and a positive attitude towards the tasks at hand
- Detail-oriented.
- Ability to work all shifts including scheduled evenings and weekends

Assets

- Experience with StarRez software.
- Experience in the hospitality industry (hotel front desk, telemarketing, reservations).
- Full G Ontario valid driver's license (or provincial equivalent). – highly recommended
- Valid First Aid certification.
- Ability to perform physical labour, lifting up to 40 lbs
- International experience and ability to communicate in multiple languages.
- Previous team lead/supervisor experience, event execution, hotel front desk experiences.

CONDITIONS OF EMPLOYMENT:

- Two or three on-call/stayover shifts will be required per week.
- Obtain a clear police record check
- Maintain a clear student conduct history with the University
- Maintain confidentiality regarding guest information and incidents.
- Availability to work full time with varied shifts throughout the summer term
- Trent University is actively committed to creating a diverse and inclusive campus community and encourages applications from all qualified candidates. Trent University offers accommodation for applicants with disabilities in its recruitment processes. If you require accommodation during the recruitment process, please contact workwithhousing@trentu.ca