STUDENT JOB DESCRIPTION

Job Title: Guest Services Summer Assistant

Department: Housing & Conference Services

Supervisor Title: Event Coordinator CES

Last Reviewed: October 2026

~~**Location(s):** Peterborough Campus~~

JOB PURPOSE:

The Guest Services Summer Assistant (GSSA) is a summer student employee within the Office of Conference and Event Services which is part of the Housing and Conference Services Division. The GSSA general responsibility is to provide front line customer service for the Front Desk and guest accommodation for CES. The GSSA 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 GSSA 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 GSSA will report to the GSL.

KEY ACTIVITIES:

General

- Provide professional 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.
- Share accurate knowledge of accommodation rates and facility information as well general tourism information
- Maintain communication with GSL, teammates and event coordinator; participate in team meeting/activities as required.
- Conduct check-in/out for CES groups and guests.
- Collecting payments, balancing daily deposit, processing point-of-sale transactions, and reports.
- Troubleshooting of unforeseen circumstances and addressing guest issues/concerns maintaining a professional demeanor following procedures for escalation as required

- Maintain a comfortable, clean, quiet, and welcoming environment at the Service Centres.
- Promptly reporting security concerns
- Follow procedures for proper access control and use of university resources ie. Vehicles, access cards, cell phones, parking codes
- Responding and assisting CES guests during On call/stay over shifts

Communications

- Respond and follow up to reservation inquiries for short and long term stays in timely manner with accurate information following department procedures
- Work closely with the Accommodations Coordinator to update email templates and online accommodations information
- Maintain communication with, in house guests
- Contribute as directed to Conference & Event Services social media activity
- Liaise with other Trent University departments as needed
- Updating occupancy floor plans, follow-up on outstanding items (lost and found, etc.).

StarRez

- Accurate entry and updating of bookings in StarRez, including guest contact information, room assignment, charges and payments posted in advance of guest arrival
- Ensure check in and out of any bookings is updated accurately
- Sending daily occupancy and room cleaning reports to relevant campus partners

Keys and Access

- Document residence key and building access cards use by following established procedures and promptly reporting any discrepancies to GSL or Coordinator.
- 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:

- 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’.
- 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.
- Point of sale use experience
- Ability to work all shifts including scheduled evenings and weekends

Assets

- Experience with StarRez program.
- 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.

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 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