



2019 Massey College Summer Residence Program

Job Description- Summer Residence Program Manager

The Summer Residence Program (SRP) is both an important stream of College revenue and an opportunity for visiting scholars and fellows to remain at Massey over the summer months. As Manager, you will be in a position of leadership: in addition to collaborating with other College staff, you will be responsible for ensuring the overall quality, efficiency and financial growth of the program. These responsibilities of managing day-to-day SRP operations includes but is not limited to: responding to and finalizing room reservation inquiries (group and individual), overseeing guest check-in/check-outs, maintaining SRP book-keeping and responding to guest concerns. You will also be responsible for communications regarding all aspects of the SRP, including conveying logistics with guests, the College porters, house-keeping and dining-hall staff. Finally, you will be asked to provide a brief assessment of the overall progress of the business mid-way through and at the end of the summer term including measures that should be taken to ensure future targets are met.

Reports To

- College Bursar
- College Head Porter

Hours, Salary & Benefits

March, 2019	8 Flexible Hours for training on subjects including: SRP policies, use of the booking software (Sirvoy), and interpersonal/communication skills.
April 1- April 30, 2019	72 hours to be spent responding to and processing reservation requests, setting up season files, and general preparatory work before SRP program formally begins on May 1, 2018. Suggested schedule is three days a week, Monday-Friday; office hours 10:00 a.m. – 4:00 p.m.
May 1- August 31, 2019	Monday-Friday (excluding two holidays and all weekends); office hours 8:30 a.m. – 4:00 p.m. On call duty with the emergency phone three nights a week (Wed/Thurs/Fri) responding to lockouts after hours when porters are unavailable.
March 2020	10 hours of training to the incoming SRP Manager and Summer & Emergency Porter; hours to be mutually agreed upon between all parties.

You will be required to be a resident at Massey College from May 1 - August 31, 2019.

- Pay is \$15,300 for the entire job, per dates listed above, plus vacation pay at 4%. This is a salaried position.
- 5 lunches per week from May 1 to July 26, 2019 (due to kitchen closure in August); breakfast daily up to August 23, 2019.
- Potential to earn tiered bonus of 1.0% on sales for the first \$235,000, 1.5% on sales \$235,001 to \$335,000 and 3.0% for sales greater than \$335,000. (Sales in past three years range from \$336,000 to \$384,000).
- Two (2) of the summer’s holidays (to be covered by the Summer & Emergency Porter) as mutually decided (May 20th, July 1st, or August 5th).
- Room rental reduction of \$400 per month for a total of \$1,600 which will be a taxable benefit.

Skills, Knowledge and Experience Required

- As a leader, you are able to achieve goals, manage multiple priorities, and adapt to changing circumstances.
- As a strong team player, you have excellent communication skills along with energy and enthusiasm.
- Good interpersonal skills to interact effectively with diverse groups of clients and College staff.
- A strong customer service-oriented approach, which is complemented by the above skills, as well as general knowledge of Massey facilities, the surrounding area, and travel/transit options to answer guest inquiries.
- Demonstrated computer proficiency in: Microsoft Office Suite (Excel, MS Word and Outlook) and Google Docs.
- Familiarity with online booking/payment platforms or general business management experience is an asset.



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Responsibilities

General:

- Ensure that systems and processes are in place to provide excellent customer service to guests.
- High standards of ethics and confidentiality to handle sensitive information.
- Work with housekeeping, kitchen, and porter staff to create and execute basic operational plans for the program.
- Complete all tasks assigned by the College Bursar and College Head Porter.
- Correspond in a polite and informative fashion with potential clients.
- Hold onto College keys during duty.
- Deal with after-hour lockouts, complaints and emergencies in a timely and courteous manner.

Reporting (5% of time):

- Provide brief, bi-weekly updates (via verbal status meetings or via email) to College Bursar and Head Porter.
- Work closely with the porters to ensure they are prepared to accept check-ins/check-outs, do not have any questions about SRP logistics, and can deal with potential problems not addressed in SRP policies or procedures.
- Submit a term-end report on the SRP program (including if financial targets were met, occupancy rates analysis, general comments and suggestions for the future).

Administrative (55%):

- Be knowledgeable of SRP rates, the physical facilities (especially in relation to room accessibility), the reservation process, and the terms & conditions of summer residency at Massey College.
- Respond to all room requests in a timely manner and assign rooms to guests while taking precautions to a) ensure guest numbers match bed numbers, b) avoid booking accessible rooms until necessary, and c) never double-book.
- Process individual booking requests and corresponding payments (using the only accepted method: credit card).
- Process group booking requests and corresponding deposits/payments, evaluate potential impact of bookings on room availability, and ensure a credit card is on file even if the eventual payment will be provided by cheque.
- Ensure that email notifications (policies, arrivals, and departures) are provided to all summer residents; ensure that clear records are kept should any other College staff need to intervene; ensure invoices are provided on request.
- Ensure that the list of arrivals and departures (A/D sheet) is always kept current for housekeeping staff/porters.
- Inspect, and potentially prepare (in emergencies), rooms prior to arrival and in consultation with housekeepers.
- Regularly inform the Catering Manager of updated, weekly guest occupancy for breakfast preparation purposes.

Financial (30%):

- Ensure full payment from a client prior to their departure. Monthly charges are collected on the 1st of each month.
- On a daily basis, reconcile payment receipts to settlement reports.
- On a weekly basis, reconcile Sirvoy accounts with the College internal financial account via the Bursar's Office.
- Achieve sales targets as set out by the College Bursar.
- Include details of revenue targets and room occupancy in the term-end report on the SRP program.

Sales & Marketing (5%):

- Establish basic marketing objectives, develop marketing strategies (if necessary), budget and implement plans that reflect best marketing practices that are aligned with and support overall project objectives.
- Actively advertise Summer Residency to potential clients.

Other (5%):

- All other duties as assigned.

How to Apply

- **Deadline: Tuesday, February 19, 2019**
- **Email resume and cover letter to Gia Ting at gting@masseycollege.ca.**