



2019 Massey College Summer Residence Program

Job Description- Summer & Emergency Porter

As a high-visibility building on a highly-populated campus, Massey College is frequently visited by all range of people, whether they be long-affiliated fellows or curious passing tourists. It is the complex task of our porters to both provide courteous and calm service to all comers, while also ensuring the continued safety and security of Massey College and its guests. As the Summer & Emergency Porter, you will be called upon to perform these duties every weekend from May 1 – August 25, 2019, as well as two of the summer’s three holidays. You will also be responsible for answering the Summer Residence cellphone four nights a week, a phone which guests will be told to contact only in the event of room lock-outs or emergencies. To be successful in this position, you must have both good communication skills and the demonstrated ability to exercise judgement responsibly and in accordance with institutional policies. You must also be able to keep records of notable events during your shift, be they routine check-ins/check-outs or sudden changes made to the reservations/room assignments of summer guests, in both the porter’s logbook and Sirvoy. You will receive training and instruction from current Porters and the previous Summer Program Manager on College procedures, use of the online booking software, and general best practices. Expect to frequently be working closely with guests, College community members, passersby, and other staff, as well as to be the main authority present when these staff are absent after hours and over the weekend. While on duty, you will manage guest arrivals/departures, answer questions, respond to guest concerns, and maintain the College’s physical security. Finally, you may be asked to provide a brief assessment of your role and the Summer Residence Program at the end of your term.

Reports To

- College Head Porter
- Summer Residence Program Manager (when/if needed)

Hours, Salary & Benefits

March - April, 2019	18 Flexible Hours being trained by current porter staff (suggested two shifts of 8 hours each, 11:00 am – 7:00pm) and past Summer Residence Manager (2 hours with Sirvoy) before SRP program begins on May 1, 2019.
May 1- August 25, 2019	Two holidays and all weekends, office hours 9:00 a.m. – 5:00 p.m. On call four nights a week (Sat/Sun/Mon/Tues) with keys and after hours with cellphone.

You will be required to be resident at Massey College during the summer (May 1 - August 25, 2019).

- Pay is \$6,120 for the entire job, from March to August 25, 2019 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.
- One (1) of the summer’s three holidays (to be covered by the SRP Manager) as mutually decided (May 20th, July 1st, or August 5th).
- Room rental reduction of \$800 per month for a total of \$1,600 which will be a taxable benefit.

Skills, Knowledge and Experience Required

- As a porter, you are able to exercise good judgement, enforce College policy, and demonstrate initiative/be proactive.
- 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 orientation, complemented by excellent communication skills, flexibility, and enthusiasm.
- Comfortable making decisions in new and/or difficult situations; comfortable saying ‘no’ to unreasonable requests.
- High standards of ethics and confidentiality to handle sensitive information/situations.
- General knowledge of Massey facilities for security purposes, as well as surrounding area to provide guest information.
- Ability to keep good records for both porter (i.e. in the porter logbook) and SRP (i.e. in Sirvoy note) co-workers.
- Experience as security/help desk staff or familiarity with online booking/payment platforms is an asset.



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Responsibilities

College Porter Mandate

- “It is the responsibility of ALL Porters to ensure the safety and security of Massey College, its community members, guests, and staff. Massey College Porters will provide this service without racial, ethnic, gender, or religious bias. We will abide with the University of Toronto Human Rights Policy. We will make every effort to provide courteous, calm, helpful service at all times.” – Massey College Porter’s Lodge Procedures binder, rev. 2017

General

- Ensure the safety and security of Massey College, without bias and in accordance with policy, as a top priority.
- Provide excellent customer service in a polite and informative fashion to guests and potential summer clients.
- Follow all porter procedures and protocol when applicable; make judgements in keeping with those policies when not.
- Hold onto College keys and after-hours cellphone from 9:00 a.m. on Saturdays to 9:00 a.m. on Wednesdays.
- Ensure that all paperwork is left in an organized manner at the end of your shift, and that all relevant information has been recorded via the porter’s logbook and the Sirvoy online booking system.

Reporting (10%):

- Provide a written weekly weekend update for the SRP Manager at the end of your last weekend day shift, emailed to the summer.residence.massey@gmail.com address, detailing any emergencies, ongoing issues, or alterations you made during your shifts.
- Clearly log any and all notable activity in the porter’s log and SRP binder in accordance with standard porter practices.
- Provide feedback on your role and the Summer Residence Program more generally if asked by College staff.

Administrative (20%):

- 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.
- Be aware of how to process individual and group booking requests, as well as which methods of payment are accepted for each. Additionally, be aware of how flexible you are permitted to be when making alterations or changes to these bookings.
- 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.
- Prepare key packages for all arrivals. Receive and record all key returns upon guest departures.
- Inspect, and potentially prepare (in emergencies), rooms prior to arrival and in consultation with housekeepers.

Financial (20%):

- Ensure full payment from a client prior to their departure. Monthly charges are collected on the 1st of each month.
- Reconcile payments receipts to settlement reports daily.
- Achieve sales targets as set out by the College Bursar.
- Support the SRP Manager in the creation of the Summer Residence Revenue Report.

Security & Safety (45%):

- Execute all other porter responsibilities and duties as outlined in the Massey College Porter’s Lodge Procedures binder, rev. 2017. These responsibilities and duties form the largest portion of this position.

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.**