



Front Desk Supervisor

COMMUNICATIONS PORTFOLIO

DUTIES

- Be responsible to the Student Services Manager, Communications Manager, President, and General Manager.
- Assist in the review, development and implementation of the CUSA Communications Strategy, including but not limited to: copywriting, editing, website management, public relations, and other communications related tasks.
- Assist in the management of the day-to-day operations and services provided by the CUSA Front Office.
- Assist in the supervision of the operating practices of the CUSA Front Office.
- Assist in assigning work and ensuring the completion of daily tasks by CUSA Front Desk Administrative Assistants.
- Greet and assist students and visitors to the CUSA Front Office.
- Work with CUSA Executives and staff in their day-to-day administrative activities.
- Answer inquiries concerning the CUSA Health and Dental Plan, U-Pass, and other services offered by CUSA.
- Answer incoming emails and phone calls.
- Duties as assigned.

REQUIREMENTS

- Membership in the Carleton University Students' Association (i.e. undergraduate student taking at minimum .5 credit per semester).
- Awareness and sensitivity to the following (but not limited to): sexism, racism, trans/bi/homophobia, ableism and ageism.
- Strong knowledge of Carleton and CUSA services and departments.
- Established knowledge of Google Suite, and Office Suite.
- Experiencing supervising staff.
- Exceptional written communication skills.
- High level of professionalism, and a strong understanding of customer service.
- Experience handling confidential information and clerical experience.
- Ability to work independently or in a team.

Please Note: Applicants MUST opt-in to the "Student Life and Success Programs", "Student Opportunities and Space", and "Clubs and Societies" fees at registration to apply for this position.

TERM & RATE

August 2019 - April 2020 | \$17.26/hour *This is a unionized position with CUPE 1281

HOW TO APPLY

Are traditional cover letters old school? We think so, instead tell us about yourself, why you want to work at CUSA, and your ideas for the position in a multimedia format (eg, video, blog post, collage and write up, slideshow, audio recording, or any other format you'd prefer). **All applicants must also submit a resume, class schedule, and one reference letter.**

<p>SUBMIT YOUR <i>application</i> VIA EMAIL TO</p>	<p>jobs@cusaonline.ca Carleton University Students' Association 401 University Centre Building, 1125 Colonel By Drive Ottawa, ON • K1S 5B6 Phone: 613-520-6688</p>	<p><i>deadline</i> August 4, 2019</p>
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CUSA values employment and educational equity and welcomes applicants from diverse groups including (but not limited to): women, Indigenous people, people of colour, people with disabilities, international students, and gay, lesbian, bisexual and transgender people. CUSA is committed to ensuring that accommodations are provided in all parts of the hiring process as required under CUSA's accessibility policies, the Accessibility for Ontarians with Disabilities Act, and the Ontario Human Rights Code. Applicants need to make their needs known in advance.