
Job Title: Conference Services Staff

Reporting to: Lead Hand on Duty

Location: Ryerson Student Centre

Posting Date: Friday July 15th, 2016

This part-time position is included under the currently Collective Agreement with OPSEU Local 596, Unit 2.

As a member of the Ryerson Student Centre team, you will conduct yourself with integrity, and are committed to providing the best possible customer service to Ryerson students, staff, faculty and external clients.

GENERAL DUTIES

- Ensure that the needs of clients are met during catered and non-catered events;
- Prepare all catering supplies needed for events;
- Ensure that meeting rooms and events are set-up and torn-down in accordance with the requirements set out in the contract, checklists and procedures for both student groups and clients;
- Assist with the catering, food deliveries, bussing and replenishing of tableware during events in a timely manner;
- Ensure that meeting rooms and events are constantly monitored when clients are present;
- Assist with client requests during the events and provide outstanding service at all times;
- Responsible for the polishing of glassware and tableware and maintaining the cleanliness of all service products within the Conference Services Department;
- Ensure all areas in The Ryerson Student Centre (storage areas, courtyard and lounge areas, hallways, linen and glass room, audio/visual room) are maintained according to the Ryerson Student Centre guidelines;
- Ensure that all furniture in the Ryerson Student Centre is set according to all floor and furniture layout maps
- Ensure conference equipment is properly accounted for and not left unattended;
- Ensures the that all equipment rented by clients is returned and accounted for in accordance with established policies and procedures;

QUALIFICATIONS

- Able to work early morning and late evening shifts (7am to 12am)
- Professional appearance and demeanor
- Ability to work effectively under pressure
- Multi-tasking abilities
- Ability to anticipate and solve problems
- Smart-Serve certified
- Banquet or Conference experience
- Sensitivity to diverse needs and respect of differences
- Excellent communication, both verbal and written



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www.ryersonstudentcentre.ca

Job Title: Conference Services Staff cont'd

HOURS: 12 - 24 hours per week

COMPENSATION: \$12.67 per hour to start in accordance with the Collective Agreement

EQUITY STATEMENT

The Ryerson Student Centre is committed to employment equity and encourages applications from diverse communities, including: Aboriginal people, persons of colour, persons with disabilities, members of the queer community, Transgender people and women.

Persons with disabilities are encouraged to come forward at any stage of the recruitment process to request accommodations, if needed. Members of our team will consult and create processes that provide individuals with disabilities the best possible recruitment experience.

APPLYING:

We thank all who apply, however only qualified candidates will be contacted for an interview.

Please submit resume and cover letter (one document in Word or PDF Format is acceptable) to Joe Garisto, Conference Services Manager at jobs@ryersonstudentcentre.ca (Subject Line - Conference Services Staff) by Friday August 19th, 2016 at 5:00 pm. No phone calls please.