



Employment Opportunity



Job ID: #COPE-24-16
Job Title: Administrative Assistant/Front Desk Receptionist
Department: Food and Conference Services
Campus: Thunder Bay, ON
Status: Full Time, Permanent
Job Category: COPE Level 7 ***INTERNAL**

Date Posted: June 24, 2024
Closing Date: July 3, 2024

Why Lakehead University?

Thunder Bay is one of Canada's top emerging cities. Here you will find a mix of modern city living and the best of nature – all on your doorstep. Thunder Bay provides small city affordability, big city opportunities and the bonus of a superior lifestyle. When it comes to location, nature and cost of living, Thunder Bay is one of the best places to live in Canada. For more on the vibrant city of Thunder Bay, visit thunderbay.ca.

At Lakehead University we challenge the conventional to provide a university experience that's far from ordinary. Your unique ideas will be respected and encouraged. Join our thriving academic community where you can make a real difference through innovation and collaboration.

Lakehead is a comprehensive University with a reputation for innovative programs and cutting-edge research. In 2022, for the third year in a row, Lakehead University was included in the top 100 of the Times Higher Education Impact Rankings. Lakehead is the highest ranked university in the world with under 10,000 students. Maclean's has once again included Lakehead University among Canada's top 10 primarily undergraduate universities in the magazine's 2023 University Rankings.

About this Job

Reporting to the Director, Food & Conference Services and supporting the on-site team in Thunder Bay and remotely supporting the Orillia team, the Administrative Assistant will oversee a variety of responsibilities involving financial accountability and reporting; employee recruitment and record-keeping; data reporting; inventory control – including within our food service operations; internal and external client tabling, firepit and delivery bookings; summer hotel operations; and year-round guest suites. From April to August, coordinating & executing hotel operation including training staff for guest relations and payment processes – which includes a change in weekly schedule to suite operational needs.

Job Duties

- First Point of contact and response to all phone, email, and in-person enquiries (provide information, customer service, answer questions to guests, students, employees, faculty etc.)
- Communicate flow of information to all staff members (mass email communication, google calendar holds etc.)

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- Upkeep of 'conference.services@' and 'guest.services@' email inboxes. Triaging email enquiries to coordinators, manager, director, or support staff as needed.
- Schedule regular departmental meetings, take minutes and share with attendees, record action items and support follow up when appropriate
- Receives, pays and tracks bills and invoices related to the department, in Thunder Bay and Orillia (Cafeteria Expense; Office Expenses; Inventory Purchases; Advertising Invoices etc.)
- Generate purchase requisitions following purchasing policy
- Reconcile Purchasing Card Statements ensuring all receipts are accounted for, allocating budget codes, and submitting to Financial Services
- Coordinate Year Round Conference Suites with Manager: Screen requests, schedule tour/provide information, contract, payment, track monthly rent
- Oversight of "Summer Guest Accommodations/Hotel" from May to August with FCS Manager. Responsible for start-up operations and work orders, key inventory management,
- Oversight of "Skytouch" booking website for both Thunder Bay and Orillia Campuses: updates to inventory, rates, packages, and availability. Supported by Front Desk staff (Orillia) and Manager (Thunder Bay)
- Post Job Vacancies, Coordinate Interviews and Reference Checks, Process Employee Information Forms and Supporting Forms to HR for Part-Time Staff
- Coordinate Fire Pit, Tabling, Set up & Delivery Requests for internal and external clients (inquiry to invoicing)
- Annual Inventory management and maintenance for both Thunder Bay and Orillia: Office and Meeting Room Technical Equipment, Event & Hotel Supplies, Kitchen Equipment & Supplies. (Supported by FCS Manager, Residence Operations, Food Services Provider)
- Support for Residence Operations Administration – Thunder Bay and Orillia as required
- Support for Residence Life Move-In Day and during Check-Out

Qualifications

- Post-secondary education with relevant work experience
- Hotel experience, front of house
- Financial literacy skills
- Exceptional customer service skills
- Exceptional organizational and time management skills
- Exceptional verbal and written communication skills
- Ability to maintain confidentiality
- Ability to exercise tact, judgement, initiative
- Knowledge and high comfort level for computer programs and systems - Google Suite, Microsoft Office, Internet/Email, POS Systems. Familiarity of Skytouch PMS and STS Sales & Catering Program an asset.
- Able to handle cash, debit, credit cards
- A valid full G Drivers Licence

Working Conditions

- Office environment
- Travel to Orillia for support as required
- Flexible Availability, Work Irregular Hours: Monday to Friday during Academic Year; Sunday to Thursday during Summer Operation (May to August)
- Counting Inventory in storage locations in various locations on campus
- Driving off-campus as required (company vehicle provided)

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What do We Offer?

This position offers a competitive remuneration package including salary, comprehensive benefits package, life insurance, pension plan, and tuition waiver.

Lakehead University has a commitment to supporting employees and providing opportunities for flexible and diverse work arrangements. We are proud to share the [Alternate Work Arrangement Guideline](#) as a step to creating innovative schedules that work for our employees to promote a quality work-life balance. Please inquire with the hiring manager if this position is eligible for an Alternate Work Arrangement.

How to Apply

Interested applicants may apply by clicking on this link to [this Google Form](#) and attaching your cover letter and resume in word or PDF format.

If you are experiencing any issues with the Google Form, please email careers@lakeheadu.ca for assistance.

We appreciate your interest; however, only those selected for an interview will be notified. Lakehead University is committed to creating a diverse and inclusive environment and welcomes applications from all qualified individuals including women, racialized persons, Indigenous people, persons with disabilities and other equity-seeking groups. All qualified candidates are encouraged to apply; however, Canadian citizens and permanent residents will be given priority. This is in accordance with Canadian immigration requirements.

Lakehead University is committed to supporting an accessible environment. Applicants requiring accommodation during the interview process should contact the Office of Human Resources at (807) 343.8010 ext. 8334 or human.resources@lakeheadu.ca to make appropriate arrangements.