

Background Information

SGPS Front Desk staff are available to answer any and all questions from the SGPS membership. One major focus of the Front Desk staff is to help SGPS members with the health and dental plan. The Front Desk staff also help SGPS Executive and staff with various projects throughout the year. The Front Desk staff refer students to other SGPS team members when they are unable to help with a particular issue.

Responsibilities

- Customer service/reception. This involves answering the telephone, responding to email enquiries, and greeting visitors to the SGPS office.
- Health/dental plan administration. This involves responding to and resolving members' questions and problems with respect to the SGPS health/dental plan.
- General clerical tasks (e.g. mail processing, faxing, filing, etc.).
- Working on other longer-term projects as directed.

Job Requirements

- Excellent knowledge of the SGPS Health & Dental Plan (training provided)
- Proficiency with computers
- Conflict Resolution Skills (training provided)
- Good knowledge of the SGPS in general
- Good knowledge of Queen's in general

Remuneration

Front desk staff is paid at a rate of \$13.50 per hour.

To Apply

To apply for this position, please submit a resume and cover letter to the attention of Pam Asselstine, Executive Assistant. Resumes and cover letters should be submitted to ea@sgps.ca. Alternatively, you can submit your application documents in hard copy at the SGPS office.

Please submit your availability with your application. Note what days of the week you are able to work. The office is open Monday to Friday 9:30 - 4:30.

Application deadline can be found here:

<http://www.sgps.ca/jobs/jobs.html>