

Summer Monitor - Job Post 2025

Job Title: Summer Monitor (SM)

Department: UNB Fredericton Residence

Job Summary:

UNB Fredericton Residence is seeking responsible and service-oriented UNB students to join our summer operations team as Summer Monitors (SMs). Summer Monitors play a crucial role in ensuring smooth hotel-style operations within residence buildings during the summer. They provide front-line guest support, respond to emergencies, and help maintain a safe and welcoming environment. SMs work closely with the **UNB Fredericton Residence team** and report directly to the Accommodation Coordinator.

Key Responsibilities:

Guest Assistance & Customer Service:

- Act as a primary point of contact for guests, assisting with check-ins, check-outs, and general inquiries.
- Be present at the front desk whenever guests are arriving for check-in after office hours to assist with key distribution and provide necessary information.
- Provide information about residence policies, on-campus resources, and local attractions.
- Address guest concerns, troubleshoot common issues, and escalate serious matters when necessary.
- Ensure professional, friendly, and culturally sensitive guest experience.

Safety & Emergency Response:

- Conduct nightly security rounds of assigned buildings, ensuring entrances and exits are secure.
- Respond to emergencies such as fire alarms, medical situations, and security incidents, following established protocols.
- Report any unauthorized individuals in residence buildings and assist in maintaining a safe environment.
- Carry a provided cell phone to respond to guest lockouts and emergencies during on-call shifts.

Incident Reporting & Documentation:

- Maintain accurate records of all emergencies, damage, and facility issues.
- Submit detailed incident reports for urgent matters such as extreme guest behavior, noise complaints, or major maintenance issues.
- Submit weekly reports summarizing guest concerns, facility conditions, and other relevant updates.
- Follow proper procedures for escalating issues to Campus Security, emergency services, or management.

Facilities & Maintenance Support:

- Perform basic room inspections before and after the guest stays to check for damage or cleanliness issues.
- Report housekeeping and maintenance requests (e.g., repairs, linens, toiletries) to the appropriate departments.
- Support front desk staff with guest services during large events.

Qualifications & Skills:

- Experience working or living in the UNB residence community (preferred).
- Strong customer service skills with the ability to handle guest inquiries and complaints professionally.
- Ability to work flexible hours, including evenings and weekends.
- Conflict resolution skills and ability to manage disruptive situations calmly.
- Bilingualism (English/French) is an asset.

Remuneration:

Summer Monitors receive a free single residence room for the summer in lieu of an hourly wage. The value of the residence room is considered a taxable benefit.

Hours of Work:

Summer Monitors share a rotating on-call schedule to assist guests and respond to emergencies outside of regular office hours. Availability will vary depending on guest occupancy and event schedules.

How to Apply:

Submit your resume and cover letter by **NOON** on 21st March 2025:

Online through Experience UNB

- By email to Anqi Fang, at stay@unb.ca
- Please address your cover letter to:

Anqi Fang, Accommodation Coordinator
20 Bailey Dr, Fredericton, NB E3B 5A3

Please note only those applicants selected for an interview will be contacted.