



Provincial Job Description

TITLE:
(118) Hostel Attendant

PAY BAND:
4

FOR FACILITY USE:

SUMMARY OF DUTIES:

Performs duties related to the day-to-day operation and timely effective flow of clients through the hostel.

QUALIFICATIONS:

- ◆ Grade 12

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Basic computer skills
- ◆ Interpersonal skills
- ◆ Communication skills

EXPERIENCE:

- ◆ Previous: No previous experience.

KEY ACTIVITIES:

A. Reception / Clerical

- ◆ Greet public and provides general information.
- ◆ Provides reception and switchboard duties; takes messages.
- ◆ Maintains communication log.
- ◆ Admits/discharges clients.
- ◆ Provides wake-up calls.
- ◆ Performs data entry, generates reports (e.g., client surveys, incident reports).
- ◆ Books rooms.
- ◆ Collects payment, issues receipt, maintains accounts receivable and petty cash.
- ◆ Photocopies/faxes/scans/files.

B. Public Relations / Liaison

- ◆ Promotes the hostel (e.g., distributes hostel brochures to various departments).
- ◆ Familiarizes clients.
- ◆ Provides information to clients and general public.
- ◆ Assists clients with phone calls.
- ◆ Resolves disorderly conduct utilizing workplace safety strategies and best practices.
- ◆ Liaises with security services and various hospital departments.

C. Related Key Work Activities

- ◆ Performs various housekeeping duties.
- ◆ Monitors hallways and common areas.
- ◆ Notifies appropriate department regarding maintenance, fire and security requirements.
- ◆ May show others how to perform tasks or duties by familiarizing new employees with the work area and processes.
- ◆ Orders and distributes supplies.

The above statements reflect the general details considered necessary to describe the principal functions of the job and shall not be construed as a detailed description of all related work assignments that may be inherent to the job.

Validating Signatures:

CUPE:

SEIU:

SGEU:

SAHO:

Date: November 6, 2019