



University of Toronto Mississauga
Students' Union
LOCAL 109 OF THE CANADIAN FEDERATION OF STUDENTS

1815 Inner Circle Rd., Student Centre Room 100
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EMPLOYMENT OPPORTUNITY

Position:	Member Services Staff	Date Posted:	May 8th, 2025
Type:	Part-Time, contract	Expiry Date:	May 18th, 2025 - 11:59AM
Location:	Mississauga, ON	Compensation:	\$18/hour
Duration:	September 2025 to April 2026		

About us:

The UTM Students' Union (UTMSU), Local 109 of the Canadian Federation of Students represents and advocates for all undergraduate students at the University of Toronto Mississauga (UTM). Our union offers many services to members at UTM, all of which are offered through the infoBooth Desk or our convenience store, The Duck Stop. The UTMSU is looking for a hardworking and team oriented individual to support all members for the upcoming year.

In alignment with our values for inclusivity, it is our aim to have a team that reflects the diversity of the communities we serve. The UTMSU provides equal opportunity in employment and encourages applications from all qualified candidates. By valuing a diverse workforce, we enforce hiring practices that are fair and equitable.

About the role:

The infoBooth Desk and The Duck Stop is a one-stop destination for students to access all UTMSU services and information. Member Services staff working at the infoBooth or The Duck Stop are well informed about everything there is to know about what's going on around campus and in the UTM community.

Our staff take pride in helping their fellow students and being a part of our UTMSU team! We are looking for an enthusiastic UTMer who thrives in high pace environments and is always willing to learn new things.

During the Fall/Winter term, a minimum of 8 hours per week availability is required and working hours are tentatively scheduled between 9 AM - 9 PM for the infoBooth and 10 AM - 6 PM for The Duck Stop.

During the Summer terms, infoBooth is open Monday - Friday from 10 AM - 6 PM and The Duck Stop is open Monday - Friday from 11 AM - 4 PM. This position in the summer can have anywhere from 8-20 hours per week.

Responsibilities and Duties:

- Employees working the infoBooth Desk provide daily support for students, clubs and community members visiting the UTM Student Centre.
 - Responsibilities include, but are not limited to; sharing information pertaining to the UTMSU related events, assisting with general inquiries, providing Health and Dental information, selling discount tickets, facilitating printing, and troubleshooting of the Digital U-Pass throughout the year.
- Employees working shifts at The Duck Stop are responsible for inventory checks, product sales & stocking, and are required to maintain balanced tills and cash flow.

Qualifications and Required Skills:

The ideal candidate must possess a friendly, yet confident demeanor and should possess the following skills and experience:

- Meticulous attention to detail and accuracy.
- Excellent organizational and interpersonal skills.
- Experience in customer service is considered an asset.
- Comfortable handling money.
- Excellent communication skills – both written and oral.
- Adept knowledge of campus orientation, organizations, services and activities.
- Comfortable working under pressure and in high-pace environments.
- Proficient in problem solving, with some aspects regarding computer troubleshooting.
- Proactive, takes constant initiative.

Compensation:

Remuneration is \$18/hour.

Contact / Application Information:

For more information on the position of Member Services Staff, please contact UTMSU at jobs@utmsu.ca and cc: internal@utmsu.ca. Please use the subject "Application: Member Services Staff".

How to Apply:

Please send your resume by Sun. May 18, 2025 at 11:59 AM to the attention of Rui (Owen) Zhang: jobs@utmsu.ca.

Interview:

Only selected candidates will be invited for an interview.