

Job Title: Senior Admissions and Occupancy Assistant

Department: Student Housing

Supervisor Title: Admissions and Occupancy Management Coordinator(s)

Last Reviewed: October 8, 2024

JOB PURPOSE:

Reporting to the Admissions and Occupancy Management Coordinators (AOMC), the Senior Admissions & Occupancy Assistant is a student employee within Student Housing who assists in the day-to-day functioning of the admissions & occupancy team. This position will support customer services functions such as answering emails and help troubleshoot problems. This position will work within StarRez, our Housing Information Management System, and be proficient in answering questions related to residence admissions policies and processes.

This work will be divided into two primary portfolios.

- a. **Specialized Housing** – Assisting and supporting the Living Learning Community and Accommodation and Unique Needs Bookings processes.
- b. **Application and System Administration** – Assisting and supporting with the residence application process and questions related to the Student Housing Information Management System (StarRez).

KEY ACTIVITIES:

- Assist prospective and current students with inquiries via phone and email.
- Effectively address student and parent concerns, escalating to a supervisor when further intervention is required.
- Help students with basic StarRez issues, such as login assistance.
- Verify and process student applications in StarRez according to departmental guidelines.
- Create and update student lists and reports in StarRez.
- Communicate important updates and information to the AOA and HAA teams under the AOMC's direction.
- Participate in Open House, Tours Plus, and other Student Housing events throughout the academic year.

- Support the AOMC with research on best practices related to admissions and housing processes.
- Complete staff orientation and departmental training, along with regular meetings with supervisors.
- Develop a rotation schedule for the desk coverage in the Student Housing Office for AOMC approval.

EXPERIENCE/QUALIFICATIONS REQUIRED:

- Intermediate/Advanced knowledge of Microsoft Office Suite.
- Basic knowledge and experience of StarRez an asset.
- Experience and/or education in information systems an asset
- Excellent oral and written communication skills.
- Exceptional customer service skills.
- Competent knowledge of the Trent University environment and the College Residences
- Familiarity with an office environment
- High degree of accuracy and attention to detail
- Ability to handle multiple tasks and periodic pressure in a time sensitive environment
- Ability to work independently with limited supervision
- Ability to work remotely when required

CONDITIONS OF EMPLOYMENT:

- Maintain status as a full-time student (3.5 credits per term)
- Achieve and maintain a “Good Standing” academic status
- Maintain good financial standing with the University
- Obtain a clear police record check
- Maintain a clear student conduct history the University