

**Job Title:** Admissions and Occupancy Assistant

**Department:** Student Housing

**Supervisor Title:** Admissions and Occupancy Management Coordinator(s)

**Last Reviewed:** October 8<sup>th</sup>, 2024

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## **JOB PURPOSE:**

Reporting to the Admissions and Occupancy Management Coordinators (AOMC), the Admissions & Occupancy Assistant is a part-time student employee within Student Housing. The AOA will have regular contact with perspective students, current residents, visitors, Student Housing Staff, Campus Partners and the public working in Blackburn Hall. The AOA must be able to work with minimal supervision and demonstrate interpersonal and judgement skills while problem-solving to resolve

## **KEY ACTIVITIES:**

- Assist prospective and current students with inquiries via phone, email, and in person.
- Triage and escalate student and parent concerns according to departmental policies.
- Ensure a comfortable and welcoming atmosphere in campus residence.
- Troubleshoot basic StarRez issues and assist students with their applications.
- Verify and update student application information in StarRez per established guidelines.
- Participate in Open House, Tours Plus, and other Student Housing events.
- Complete orientation and departmental training sessions throughout the academic year.
- Maintain open communication with students and promote positive relationships with Student Housing.
- Ensure the privacy and confidentiality of student information is upheld.
- Other duties as assigned.

## **EXPERIENCE/QUALIFICATIONS REQUIRED:**

- Knowledge of Trent University and the Colleges Residences.
- Excellent oral and written communication skills.
- Exceptional customer service skills.
- High degree of accuracy and attention to detail.
- Ability to handle multiple tasks and periodic pressure in a time sensitive environment.
- Familiarity with an office environment.
- Basic knowledge of excel.
- Ability to work independently with limited supervision.
- Willingness to work some evenings and weekends, as 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