

Job Title: Off Campus Housing Assistant (OCHA)

Department: Student Housing

Supervisor Title: Community Housing Coordinator (Peterborough)

Community Housing Associate (Durham)

Last Reviewed: October 2024

JOB PURPOSE:

The Off-Campus Housing Assistant (OCHA) is a student staff position with the Student Housing department that reports to the Community Housing Associate in Durham and the Community Housing Coordinator in Peterborough. The OCHA will work half in person and half remotely. The OCHA is a student position that will have regular contact with students, landlords, visitors, Student Housing Staff, Campus Partners and the public. This would include peer education on off-campus living topics and planning and hosting events for students living in the Peterborough and Durham communities. The OCHA must be able to perform with minimal supervision and exhibit appropriate judgment in escalating concerns to the OCHC.

KEY ACTIVITIES:

- Assist with responding to inquiries received by students, landlords and community members including responding to emails.
- Be knowledgeable about policies and operational procedures within the Student Housing department and other campus resources.
- Assist students with off campus living and provide information on the services we provide.
- Document interactions with students and concerns in StarRez
- Plan programming events and create social media content for students living off-campus
- Maintain a comfortable, clean, quiet, and welcoming working environment.
- Support the administration of the Student Housing Emergency Fund
- Attend regular staff meetings, one-on-one meetings, and training sessions provided by the department.
- Be knowledgeable of emergency response procedures including escalating issues and responding to concerns when required.
- Other duties as assigned

EXPERIENCE/QUALIFICATIONS REQUIRED:

- Ability to develop excellent professional interpersonal relationships and communicate effectively.
- Demonstrated creativity and sound problem-solving skills.
- Demonstrated customer service skills, responsibility, and leadership abilities.
- Ability to work independently with minimal supervision, take initiative and be proactive.
- Shows maturity, responsibility and a positive attitude towards the tasks at hand.
- Working knowledge of computers and Microsoft Suite (excel, outlook, word, MS Teams and Canva).
- Knowledge of Trent's Student Housing department and Off Campus Housing services provided.
- Willingness to work some evenings and weekends.

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