

Job Title: Senior Service Centre Assistant

Department: Student Housing

Supervisor Title: Service Centre and Operations Coordinator (Peterborough)

Student Housing Coordinator (Durham)

Last Reviewed: September 2024

Location(s): Durham and Peterborough Campuses

JOB PURPOSE:

The Senior Service Centre Assistant (SSCA) is a part-time student employee within Student Housing. The SSCA general responsibility is mentoring and scheduling of the Service Centre Assistants (SCAs). They also assist with SCA team development, and training materials. The SSCA position is hybrid and will work out of the Service Centres on campus with some remote work required. The SSCA is a front-line student position that will have regular contact with the SCAs, residents, visitors, Housing Staff, Campus Partners and the public. The SSCA will report to the Service Centre and Operations Coordinator (SCOC) in Peterborough and the Student Housing Coordinator (SHC) in Durham with support from the SCOC.

KEY ACTIVITIES:

- Develop a rotation schedule for desk coverage in all the Service Centres for SCOC or SHC approval.
- Assist with following up on minor issues and communicating team concerns to the SCOC or SHC. Communicate any performance concerns to the SCOC or SHC.
- Under the direction of the SCOC or SHC, regularly communicate important information and updates to SCA team including updating training documents.
- Assist the SCOC or SHC with SCA team development, including facilitating activities including 1-on-1 meetings with the SCA team.
- Be knowledgeable about policies and operational procedures within the Student Housing department and other campus resources including emergency response procedures including escalating issues and responding to concerns when required.

- Document interactions with students and concerns in StarRez, including maintenance issues, by following department procedures.
- Maintain and update the residence key inventory by following established procedures including checking in/out students, creating key packages, and reporting lost keys.
- Maintain a comfortable, clean, quiet, and welcoming environment at the Service Centres.
- Assist with key operational dates and events including Move In/Out, training, inspections, and recruitment events.
- Other duties as assigned

EXPERIENCE/QUALIFICATIONS REQUIRED:

- Previous supervisory experience.
- Excellent oral and written communication skills.
- 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, and MS Teams).
- Knowledge of Trent's Student Housing department and the College Residences is considered an asset.
- 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