

Job Title: Housing Admissions Assistant

Department: Student Housing

Supervisor Title: Service Centre and Operations Coordinator

Last Reviewed: October 2024

Location(s): Peterborough Campus

JOB PURPOSE:

Reporting to the Service Centre and Operations Coordinator (SCOC), the Housing Admissions Assistant (HAA) is a part-time student employee within Student Housing. The HAA is a front-line student position that will have regular contact with residents, visitors, Student Housing staff, campus partners and the public. The HAA will work out of Blackburn Hall and the Service Centers and will collaborate with the Admissions & Occupancy Management Coordinator (AOMC), Admissions & Occupancy Management Associate (AOMA) and the Senior Admissions & Occupancy Assistants (SAOAs). The HAA must be able to work with minimal supervision and demonstrate interpersonal and judgement skills while problem-solving to resolve.

KEY ACTIVITIES:

1. Assist prospective and current students with inquiries via phone, email, and in-person communication.
2. Triage and escalate student and parent concerns according to departmental policies.
3. Ensure a clean, welcoming, and comfortable atmosphere in residence on campus.
4. Assist students with administering residence locks, equipment sign-in/out, receiving and distributing mail and package.
5. Document interactions with students and concerns in StarRez, including portal or application issues, maintenance issues, etc. by following department procedures.
6. Maintain and update the residence key inventory by following established procedures including checking in/out students, creating key packages, and reporting lost keys.
7. 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.

8. Assist with key operational dates and events including Move In/Out, inspections, and recruitment events.
9. Attend regular staff meetings, one-on-one meetings, and training sessions provided by the department.
10. 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, 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