#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Student Housing Services Associate

**Job Number:** A-459 | VIP: 1890

**Band:** OPSEU- 5

**Department:** Student Housing

**Supervisor Title:** Assistant Director, Residence Operations & Services

**Last Reviewed:**  February 7, 2023

#### **Job Purpose:**

Under the direction of the Assistant Director, the incumbent is responsible for the development and delivery of the ‘Customer Experience’ and the operation of the Student Housing Office. This position leads the development of continuous improvement efforts anticipate customer needs and enhance service delivery. As the first point of contact, the Student Housing Services Associate supports emergent student issues and works in collaboration with campus partners to resolve concerns.

#### **Key Activities:**

**Customer Experience & Support 45%**

* Establish service level standards, customer service metrics, and communication resources to support first-contact resolution.
* Responsible for incoming customer channels and the provision of timely, accurate information and provides referrals to build strong customer relationships.
* Manage campaigns and initiatives to contact students and customers.
* Manages of the Customer Relationship Management database, leveraging system functionality and reporting.
* Collaborates with the colleagues and college partners to develop workflows, procedures, practices, staff training and information dissemination to support the delivery of the services and safeguarding assets.
* Responsible for the development and coordination of the departmental knowledge base and customer service inquiries/requests from prospective and current students.
* Plans, monitors, and reviews activities related to the customer experience to optimize resource utilization.
* Liaise with residents, student leaders and staff to recommend service and process improvements to enhance the student and customer experience.
* Develops and implements recommendations to improve to the customer experience.
* Assist with recruitment, promotions, marketing, communications and business development activities and events.
* Acts as the primary contact for escalated concerns and ensure issues are resolved in a timely fashion, and that customer feedback is considered in the planning and continuous improvement processes.
* Provide first-response to respond to both emergent and routine student issues. May assess a situation and resolve, or immediately escalated to the appropriate Coordinator, Technician, Counsellor, or Manager.
* Liaise and coordinator service calls with the Student Housing team and campus partners and initiate appropriate procedures and protocols.
* Participate in all activities associated with isolation support for students living in residence to support their health and wellness from a residential living experience.
* Provide a holistic, whole-student, case management support to students required to isolate including, but not limited to, onboarding, daily check-ins, records, coordinating needs, referrals and resolving issues.

**Student Housing Office & Service Centres 25%**

* Provide leadership, direction, and oversight to the operation and service offerings in Blackburn Hall.
* Lead the development of procedures, practices, staff training and information dissemination to support the delivery of the services and safeguarding assets.
* Coordinate the Student Housing Office & Service Centre supplies, equipment, resources, and materials to ensure inventory is maintained.
* Responsible to manage mail and parcels.
* Recruit, hire, train, and supervise Backburn Hall housing student workers.
* Assist the recruitment, hiring, training and supervision of three (3) senior service centre assistants and supervision of approximately 35 service centre staff.
* Provide operational and administrative support the staff scheduling of five (5) Service Centre desks (East Bank, West Bank, Annexes, Durham & Traill)

**Residence Community 15%**

* Maintains visibility within the residence community to meet with residents regarding operational or facilities related concerns working as part of the residence community, including building professional working relationships with student staff, residents, and other University personnel.
* Help ensure that residents, student staff, professional staff, and are aware of all relevant operational and facility information, including housing services, supports and programming.
* Answers questions from residents and/or refers to appropriate resource.
* Monitors behaviour within the community, referring matters requiring follow up with student staff and/or Residence Life Coordinator.
* Posts and maintains operational and facility related information throughout residence buildings.

**Administration & Support 10%**

* As directed, provide administrative support to the Operations and Service team
* Assist with student staff recruitment and administration.
* Assist with tracking budgeting, preparing expenses, and submitting to the Financial Officer.
* Assist with updating, tracking, and reporting on Operational & Service-related work to support data-informed practices.
* Receive, unpack, and deliver goods, re-stock items as necessary.
* Assist with emergency planning and business continuity practices.
* Complete other administrative tasks as assigned.

**Other 5%**

* Serve as a contributing member of the Student Housing & Residence Life department on collaborative work, meetings, project teams and initiatives.
* Uphold the Residence agreement and related University policies to ensure the safety and enjoyment of the residence community.
* Work proactively to gather, share, and disseminate information to students/occupants, staff, campus partners and stakeholders.
* Assist research best practices, participate in professional associations/organization, and engage with institutional partners.
* Assists maintain and regularly update the procedures library and make recommendations to the Assistant Director with regards to suggested revisions or changes.
* Assist in program and service evaluation analyzing data to make evidence-based decisions to improve services.
* Assist with special projects and initiatives as assigned by the Assistant Director, or other members of the Housing Leadership Team.
* Be knowledgeable of emergency response procedures and implement as required.
* Some evening and weekend work required.
* Other duties as assigned.

#### Education Required:

* General Degree (3 year) required: Business, Social Sciences, Health Care, Education. Preference given to an Honours Degree (4 year).

#### Experience/Qualifications Required:

* Three (3) years of related experience directly related to the delivery of student service delivery and supporting individuals in distress.
* Experience providing direct service to students in a post-secondary environment.
* Experience working in a post-secondary residential living setting.
* Knowledge of the provision of student housing services and support in a post-secondary residential living environment.
* Knowledge of the provision of operations and services in a post-secondary residential living environment.
* Knowledge of theory and techniques to work with young adults and young adult populations including student development theory and case management methods.
* Working knowledge of the Freedom of Information and Protection of Privacy Act and implementation.
* Working knowledge of Human Rights, AODA, and residential accommodation requirements.
* Working knowledge of Health & Safety legislation and requirements.
* Knowledge of the Residential Tenancies Act (RTA).
* Excellent customer service skills able to communicate effectively, problem solve and meet the needs of students, parents/supporters, and stakeholders.
* Excellent assessment skilled to identify, negotiate, respond, and resolve complex situations involving young adults in crises.
* Well-defined sense of judgement and crisis management with the ability to make ethical decisions based on incomplete information.
* High degree of accuracy, efficiency skills; patience with auditing and repeated review of details.
* Exceptional interpersonal skills demonstrated ability to exercise judgment and use initiative in applying and interpreting a variety of procedures, policies, and practices to resolve concerns.
* Excellent written and oral communication skills, tact, and patience.
* Excellent listening, empathy, and negotiation skills.
* Logical and efficient.
* Highly self-motivated and directed.
* Ability to effectively prioritize and execute tasks in a high-pressure environment.
* Strong student-centric orientation.
* Demonstrated ability to work independently and successfully in a team oriented, collaborative environment.
* Must be physically capable of routine lifting/handling of materials and supplies related to the duties of work.
* Valid class “G” driver’s license.
* Criminal Records Check (dated within the last 6 months), including vulnerable sector check, will be required as a condition of employment.
* Must be able to work evenings and weekends where required.

#### Supervision:

The incumbent will:

* Supervise and direct the activities of student employees.
* Provide training, guidance, and direction, assigned and monitoring work for accuracy and completion and providing input into staffing decisions and performance evaluations.
* Provide guidance by helping new staff to adapt to the work environment or orienting others to work processes and methods on an ad hoc basis.

**Job Evaluation Factors:**

**Analytical Reasoning**

Analysis is required to deliver the complex, multi-faceted needs and concerns of the department and campus partners by clarifying student and staff requirements, and recommend improvements based on feedback and observations.

The incumbent will assist with the response to service, operational and student support related issues and concerns that arise working proactively to resolve problems. This work will include making decisions collaborating with colleagues across the Student Housing team and campus partners. Where necessary, the incumbent will assist establish work priorities to ensure execution and delivery of services.

**Decision Making**

Under the general direction of the Assistant Director, this position will operate with independence to execute responsibilities and complete assigned work demonstrating some diversity in types and complexity of decisions. The incumbent will execute the work often operating within established practices but within defined policies. The role will require limited guidance or assistance to complete day-to-day tasks and is expected to understand the scope of responsibilities and use judgement to complete work.

The incumbent will assist with the response to service, operational and student support issues and concerns that arise with the independence and expectation to resolve problems. This work will include making decisions collaborating with departmental colleagues. Where necessary, the incumbent will assist with establishing work priorities to ensure execution and delivery of services.

**Impact**

Impact on the organization is likely to extend to other colleagues in the Student Housing department and have some effect on and extend to multiple clients and service partners. Given its independence, errors are not easy to identify and would cause interruption and loss of time to colleagues and work groups in the department. Errors that go undetected may affect student satisfaction leading to a minor negative impact to the whole organization.

**Responsibility for the Work of Others**

Direct Responsibility

* Housing Service Assistants – Hiring, selection and supervision.

Indirect Responsibility

* 35-40 Service Centre staff teams across five (5) locations – Provide indirect supervision and direction related to Residence Operations & Services

Communication

Internal

Communicating for the purpose of exchanging information

* Residence students and families/supporters.
* Students living off-campus.
* Student Housing professional and student staff.
* Recruitment, Admissions and Communications.
* Student Accessibility Services & Health Services.
* IT, Conferences, Food Services, TrentU Card, Purchasing, Finance, Colleges, and Risk Management staff.
* Campus Security.
* Facilities Management staff.
* Other university staff or faculty in the general course of daily interactions.

External

Communicating for the purposes of exchanging information

* Prospective students and parents/supporters
* Guests and visitors
* University partners

**Effort**

Mental:

Effort required includes mental demands such as visual attention and sustained concentration, for hours at a time on a weekly basis, to input and/or verify the accuracy and completeness of facility audits, completing work orders and tasks. The level of effort is increased with frequent interruptions and distractions over which the job has little control. The total effort leads to some fatigue.

Physical

Occasional effort requires the disconnection of computer hardware (CPUs, monitors, other devices) and carrying then from Residence offices (Blackburn Hall, Service Centres, Facilities Office) to IT for servicing. Once service is complete the items are then returned and re-connected.

**Working Conditions**

Physical

* Keyboarding can result in carpal tunnel syndrome.
* Long periods of sitting result in joint stiffness and back strain
* Must be able to work evenings and weekends where required (frequent through mid-August to mid-September, early January, mid-April to mid-May)

Psychological

* The working conditions include dealing with strict deadlines and little control regarding pace of work that results be required to work outside the normal workday schedule.
* Deadline/time pressures during peak periods and transitions associated with the Student Housing & Residence Life cycle.
* Frequent interruptions.
* Conflicting work priorities. Client priorities often change.
* Multiple competing demands from clients.