#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Advanced Learning Centre (ALC) Support Hub Assistant

**Job Number:** SO-476 | VIP: 1936

**Band:** OPSEU- 4

**Department:** Trent International

**Supervisor Title:** Global Engagement Manager

**Last Reviewed:**  August 1, 2023

#### **Job Purpose:**

Under the supervision of the Global Engagement Manager, the ALC Support Hub Assistant is key part of Trent International’s student support team. Located in Trent’s ALC at 11 Simcoe Street, they are responsible for assisting students, staff, and the general public with general and university program-specific inquiries. They provide a welcoming and professional first point of contact for walk-in visitors, and assist by providing directions, answering questions about student services, student life, and course registration. They will triage enquiries and make connections with the relevant experts as required.

#### Key Activities:

* Provides administrative support for the Global Engagement Manager and Associate Vice-President, International as pertains to day-to-day operations at 11 Simcoe St.
* Responds inquiries from students, faculty, staff and the general public with knowledge and accuracy about University programs, events, policies, regulations and services.
* Assesses students' needs and refers to appropriate campus or community resources.
* Assists students with basic registration procedures and form requests via myTrent.
* Facilitates job postings, hiring, and scheduling of student employees.
* Responsible for developing the ongoing student staff training program and supervising the day to day operations of the ALC Support Hub.
* Keeps track of supplies, ordering and picking up supplies when needed; monitors and maintains photocopier and consumables.
* Initial contact for students, faculty and staff regarding facility and custodial issues.
* Assists Campus Card office by distributing student cards to Post-Grad Certificate Students
* Involved in occasional information sessions and events outside normal working hours.
* Other duties as assigned.

#### Education Required:

* General University Degree (3 year).

#### Experience/Qualifications Required:

* One (1) year of directly-related experience working in a key role in a busy higher education environment, or similar.
* Superior interpersonal, communication and customer service skills required.
* Strong desire to be a part of a collaborative, team-centred workplace.
* Demonstrated training and supervision experience.
* Superior organization skills and the ability to establish priorities, particularly during

periods of heavy workload.

* Demonstrated ability to work independently and as a member of a team is required.
* Experience in word processing and the use of on-line computer systems and databases.
* Demonstrated ability exercise discretion and to maintain confidentiality.
* Enthusiasm for assisting students and promoting a friendly customer service experience.