

Position:	Facilities Assistant (<i>Peterborough Campus</i>)
Contract Period:	Summer: April 2021 to September 2021 (<i>2 positions</i>) Fall/Winter: August 2021 to April 2022 (<i>3 positions</i>)
Reporting To:	Facilities Coordinator
Remuneration:	\$14.25/hour 4 month contract – 35 hours/week 8 month contract – part-time

Position Summary

Reporting to the Operations Coordinator (OC), the Facilities Assistant (FA) is a part-time student employee (Full Time in summer) within Housing Services who has general responsibility for assisting the OC & Facilities Coordinator (FC). The FA will work out of the Service Centers, Housing Facilities Office or the Housing Office and will assist in preparing the Residence Buildings for Move-In Day. The FA must be able to perform with minimal supervision.

Responsibilities

Facilities

- Organize and develop lists for room set-up for Move-In day, including preparing lists and documents for room stuffing process.
- Assist in the completion of room inventories throughout the summer.
- Assist in representing Housing Services when deliveries are made (e.g. provide directional information, monitor those in the building).
- Assist in the coordination of furniture relocation.
- Organize storage rooms.
- Under the direction of the OC, testing/check of keys for the residence rooms.
- Set-up and tear down of tour rooms in the residence buildings.
- Assist with move out room inspection closures.
- Prepare damage lists for review by OC and FC.
- Assist in organization and preparation of Residence Key packages for Move-In

Customer Service

- Assist with responding to inquiries in the Housing Services office and over the telephone
- Communicate with students through email and OLARK online chat
- Escalate prospective student and parent concerns to supervisor quickly and appropriately
- Assist with office duties on busy days throughout the summer.
- Assist in calling campaigns throughout the academic year.

Documentation & Administration

- Communicate regularly with supervisor through one on one meetings, email, and timesheets
- Assist with inventory tracking on excel document
- Be knowledgeable about campus resources and departmental processes.

Other

- Participates in staff meetings and trainings as required
- Upholds residence agreement and policies when necessary
- Be knowledgeable of emergency response procedures and respond as required
- Attends Move In Day and assists with various tasks
- Attend and assist in Open House and other recruitment days
- Assists with Move Out processes and various tasks
- Other duties as assigned

Qualifications

- Basic knowledge of excel
- Excellent oral and written communication skills.
- Ability to withstand daily physical demands and lift 40 lbs.
- High degree of accuracy and attention to detail.
- Willingness to work evenings and weekends, as required.

Conditions of Employment

- Maintain a student status at Trent University
- Obtain a clear criminal record check.
- Achieve and maintain a clear student conduct history with Housing Services and the University

Statement of Declaration

The health and safety of students, staff, and guests in the residence is a paramount concern for Housing Services at Trent University. To provide such an environment, Housing Services employs various student staff (e.g. Residence Life Dons, Services Centre Assistants, etc.) who demonstrate superior capacity as a role model through compliance with expectations (e.g. Residence Standards, expectations documents, employment contracts, etc.); the ability to make independent decisions as a peer leader and support to students in need; and as a first-responder in crisis situations (in applicable positions).

To ensure quality applicants, Housing Services will review the residence and campus history of all applicants, which includes, but is not limited to, behavioural, conduct, and employment history. Some positions must also meet an academic standard which is review by Housing Services prior to, and throughout the course of, employment.

Applicants whose conduct concerns (i.e. violations of the Residence Standards) or employment history exceed the acceptable threshold will not be invited to interview. Based on the requirements of the job, if there is a bonafide concern with an individual's non-conduct related behaviors that might hinder the ability to meet expectations; a) an offer of employment will be conditional upon the applicant meeting expectations that ameliorate the concerns or b) an offer will not be made.

This job description reflects the principle job elements and does not list all responsibilities, skills, or working conditions associated with the position.