

Position:	<b>Housing Admissions Assistant</b>
Contract Period:	Summer: April 2021 – September 2021 Fall/Winter: August 2021 – April 2022
Reporting To:	Recruitment & Admissions Coordinator
Number of Positions:	3 Summer Contracts (Peterborough) 7-10 Fall/Winter Contracts (Peterborough Campus)
Remuneration:	\$14.25

### **Position Summary**

Reporting to the Recruitment & Admissions Coordinator (RAC) and the Occupancy Management Coordinator (OMC) in the absence of the RAC, the Housing Admissions Assistant (HAA) is a part-time student employee within Housing Services who has general responsibility for providing assistance to the RAC & OMC. The HAA will work out of the Housing Services office in Blackburn Hall. The HAA is a front-line student position that will have regular contact with residents, visitors, Housing Staff, Campus Partners and the public. HAA must be able to perform with minimal supervision and exhibit appropriate judgement in escalating concerns to the RAC.

### **Responsibilities**

#### **StarRez**

- Assist in responding to prospective student and parent inquiries through the phone, in person, and email
- Edit StarRez content provided by the RAC and OMC.
- Assist students with processing their residence application and related items to their arrival to residence
- Update notes and perform system tasks as needed

#### **Customer Service**

- Assist with responding to inquiries over the telephone and email.
- Escalate student and parent concerns to supervisor quickly and appropriately.
- Communicate with students through email and OLARK online chat.
- Assist in calling campaigns throughout the academic year.
- Verify student application information and processes.
- Troubleshoot basic StarRez concerns with students (e.g. how to log into StarRez).
- Maintain a comfortable, quiet, and welcoming environment in residence on campus.

#### **Documentation & Administration**

- Communicate regularly with supervisor through email, meetings and timesheets.
- Be familiar with the policies and operational procedures of Housing Services provided in training and the training materials provided.
- Promote open relationships between students and Housing Services.
- Assist in social media content creation
- Be knowledgeable about campus resources and departmental processes.

#### **Recruitment & Admissions Events**

- Assist and attend Open House events (Fall and Winter terms)
- Assist and attend Tours Plus events (Multiple dates throughout both semesters)
- Assist in Housing Services events

#### **Training & Housing Services Team**

- Attend Housing Staff training in August

- Attend departmental student training throughout academic year
- Attend regular staff meetings and one on one meetings with supervisor

### 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.
- Exceptional customer service skills.
- Competent knowledge of the Trent University environment and, in particular, the College and Trent Durham GTA Residences.
- Familiarity with an office environment.
- High degree of accuracy and attention to detail.
- Ability to handle multiple tasks and periodic pressure in a time sensitive environment.
- Willingness to work some 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.