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| Position: | Service Centre Assistant (Durham Campus) |
| Contract Period: | Summer: April 2021 to September 2021 Fall/Winter: August 2021 to April 2022 |
| Reporting To: | Facilities Coordinator |
| Number of Positions: | 5-7 x Summer Positions 8-10 x Fall/Winter Positions |
| Remuneration: | \$14.25/hour |

Position Summary

Reporting to the Facilities Coordinator (FC) and the Operations Coordinator (OC) in the absence of the FC, the Service Centre Assistant (SCA) is a part-time student employee within Housing Services who has general responsibility for providing assistance to the FC & OC as well as students living in residence. The SCA will work out of the Service Centre at the Trent Durham GTA Campus. The SCA is a front-line student position that will have regular contact with residents, visitors, Housing Staff, Campus Partners and the public. SCA must be able to perform with minimal supervision and exhibit appropriate judgement in escalating concerns to the FC or Durham Residence Life Coordinator (RLC).

Responsibilities

Facilities, Access & StarRez

- Under the direction of the FC and OC, assist in responding to student inquiries/follow up regarding work order status on the phone, in person, and through email
- Assist with the residence key inventory and develop key packages for move in/out of rooms.
- Assist the RS with closing inspection runs in StarRez.
- Edit StarRez content provided by the FC and OC.
- Assist with student check in, receiving keys, and checking out residents at the Service Centre.
- Update the key check in/out log for the FC.
- Assist the OC in attending and recording lockouts.
- Assist students with the lost key process and forward lost key information to FC and Security.

Customer Service

- Assist with responding to inquiries at the Service Centre and over the telephone.
- 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.
- Assist students with signing in and out of equipment (e.g. board games).
- Assist in receiving and processing mail & packages for students when the full time staff are not available/present

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.
- Be knowledgeable about campus resources and departmental processes.
- Assist with posting notices at the Service Centre.

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 a basic knowledge of the Trent Durham GTA campus.
- 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



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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.

POSITION DESCRIPTION F21-W22
DURHAM SERVICE CENTRE ASSISTANT