

POSITION DESCRIPTION F23-W24

SENIOR SERVICE CENTRE ASSISTANT

Position:	Senior Service Centre Assistant
Contract Period:	August 2023 – April 2024
Reporting To:	Operations Coordinator
Number of Positions:	2 (<i>Peterborough Campus & Durham GTA Campus</i>)
Remuneration:	Minimum Wage

Position Summary

Reporting to the Operations Coordinator, and the Facility Services Coordinator in their absence, the Senior Service Centre Assistant (SSCA) is a part-time student employee within Student Housing who has general responsibility for mentoring and scheduling of the Service Centre Assistants (SCA), assisting with SCA team development, and providing assistance to the Student Housing Operations & Facilities team. The SSCA will work out of the Service Centres or in the Student Housing office in Blackburn Hall. The SSCA is a front-line student position that will have regular contact with the SCA, residents, visitors, Housing Staff, Campus Partners and the public. The SSCA must be able to perform with minimal supervision and exhibit appropriate judgement in escalating concerns to the FC.

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 OC 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 Centers
- 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 Centers 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 student concerns (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 OC is 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

POSITION DESCRIPTION F23-W24

SENIOR SERVICE CENTRE ASSISTANT

- Assist with posting notices at Service Centres
- Assist in keeping the Service Centre's space tidy
- Run lists and coordinates teams for calling campaigns

Staff Support

- Develop a rotation schedule for the Service Centres for FC approval
- Assist with reviewing timesheets and forwarding to the FC for approval
- Assist with following up on minor issues and communicating team concerns to the FC
- Under the direction of the FC, regularly communicate important information and updates to SCA
- Assist the FC with SCA team development, including facilitating activities as requested
- Assist with 1-on-1 meetings with SCA teams

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
- Assist with recruitment of new staff
- Assist in training Service Centre staff during their training rotations

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

- Demonstrated leadership skills.
- 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 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 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

POSITION DESCRIPTION F23-W24

SENIOR SERVICE CENTRE ASSISTANT

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 principal job elements and does not list all responsibilities, skills, or working conditions associated with the position.