

Job Title: Admissions and Occupancy Assistant

Department: Housing & Conference Services

Supervisor Title: Occupancy Services Coordinator

Last Reviewed: October 2025

JOB PURPOSE:

Reporting to the Occupancy Services Coordinator, the Admissions & Occupancy Assistant is a part-time student employee within Housing & Conference Services. The AOA will have regular contact with perspective students, current residents, visitors, housing staff, campus partners and the public working in Blackburn Hall. The AOA must be able to work with minimal supervision and demonstrate interpersonal and judgement skills while problem-solving to resolve.

KEY ACTIVITIES:

- Assist prospective and current students with inquiries via phone, email, and in person.
- Triage and escalate student and parent concerns according to departmental policies.
- Ensure a comfortable and welcoming atmosphere in campus residence.
- Troubleshoot basic StarRez issues and assist students with their applications.
- Verify and update student application information in StarRez per established guidelines.
- Participate in Open House, Tours Plus, and other Housing & Conference Services events.
- Complete orientation and departmental training sessions throughout the academic year.
- Maintain open communication with students and promote positive relationships with Housing & Conference Services.
- Ensure the privacy and confidentiality of student information is upheld.
- Other duties as assigned.

EXPERIENCE/QUALIFICATIONS REQUIRED:

- Knowledge of Trent University and the Colleges Residences.
- Excellent oral and written communication skills.
- Exceptional customer service skills.
- High degree of accuracy and attention to detail.
- Ability to handle multiple tasks and periodic pressure in a time sensitive environment.
- Familiarity with an office environment.
- Basic knowledge of excel.
- Ability to work independently with limited supervision.
- Willingness to work some evenings and weekends, as required.

CONDITIONS OF EMPLOYMENT:

- This position is open to TWSP-eligible students only. Please attach proof of eligibility to your application.
- This position requires availability to work scheduled shifts during the fall semester during following periods: Mondays from 1-4pm, Tuesday from 9am-12pm and 1-4pm, Thursdays from 9am-12pm and 1-4pm, and Fridays from 1-4pm. Applicants must be available for the required coverage periods outlined above.
- Maintain status as a full-time student.
- Achieve and maintain a “Good Standing” academic status.
- Maintain good financial standing with the University.
- Obtain a clear police record check.
- Maintain a clear student conduct history with the University.
- Maintain confidentiality regarding student information and incidents.
- Trent University is committed to an inclusive and accessible work environment. Students requiring accommodation are encouraged to discuss their needs with their supervisor.