STUDENT JOB DESCRIPTION

Job Title: Senior Occupancy Assistant

Department: Housing and Conference Services

Supervisor Title: Occupancy Services Coordinator

Last Reviewed: September 2026

JOB PURPOSE:

Reporting to the Occupancy Services Coordinator (OSC), the Senior Occupancy Assistant is a student employee within Housing and Conference Services who assists in the day-to-day functioning of the Occupancy Management Team. The SOA will support customer services functions such as answering emails and helping troubleshoot problems. The incumbent will work within StarRez, our Housing Information Management System, and be proficient in answering questions related to residence admissions policies and processes.

This work will be divided into two primary portfolios.

a. **Specialized Housing –** Assisting and supporting the Accessibility and Unique Needs processes.
b. **Application and System Administration –** Assisting and supporting with the residence application process and questions related to the Housing Information Management System (StarRez).

KEY ACTIVITIES:

- Assist prospective and current students with inquiries via phone, email, and in person.
- Triage and escalate concerns received from student staff, students, and parents in accordance with departmental policies.
- Communicate important updates and information to the OA team under the OSC's direction.
- Develop a rotation schedule for the Blackburn Office desk coverage for OA Team
- Create and update student lists and reports in StarRez.
- 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 and Conference Services events.

- Support the Occupancy Management Team with research on best practices related to housing processes.
- Complete staff orientation and departmental training, along with regular meetings with supervisors.

EXPERIENCE/QUALIFICATIONS REQUIRED:

- Intermediate/Advanced knowledge of Microsoft Office Suite.
- Basic knowledge and experience of StarRez an asset.
- Experience and/or education in information systems an asset
- Excellent oral and written communication skills.
- Exceptional customer service skills.
- Competent knowledge of the Trent University environment and 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
- Ability to work independently with limited supervision
- Ability to work remotely when required

CONDITIONS OF EMPLOYMENT:

- 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.