STUDENT JOB DESCRIPTION

Job Title: 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 Occupancy Assistant is a part-time student employee within Housing and Conferences Services. The OA will have regular contact with perspective students, current residents, visitors, Student Housing Staff, Campus Partners and the public working in Blackburn Hall. The OA must be able to work with minimal supervision and demonstrate interpersonal and judgement skills while problem-solving.

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.
- Be knowledgeable about campus resources and departmental processes.
- 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.
- Complete orientation and departmental training sessions throughout the academic year.
- Maintain positive relationships with students and stakeholders.
- 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:

- 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.