STUDENT JOB DESCRIPTION

Job Title: Off Campus Housing Assistant (OCHA)

Department: Housing and Conference Services

Supervisor Title: Off Campus Housing Coordinator (Peterborough)

Last Reviewed: October 2026

JOB PURPOSE:

The Off-Campus Housing Assistant (OCHA) is a student staff position within the Housing and Conference Services department that reports to the Off-Campus Housing Coordinator (Peterborough) and Off-Campus Housing Associate (Durham) The OCHA is a student position that will have regular contact with students, landlords, visitors, Housing and Conference Services staff, Campus Partners and the public. This would include peer education about off-campus housing and planning and hosting events for students living in the Peterborough and Durham communities. The OCHA must be able to perform with minimal supervision and exhibit appropriate judgment in escalating concerns to the OCHC/OCHA.

KEY ACTIVITIES:

- Assist with responding to inquiries received by students, landlords and community members including responding to emails.
- Be knowledgeable about policies and operational procedures within Housing & Conference Services and about other campus resources.
- Assist students with off-campus living and provide information on the services we provide.
- Document interactions with students and concerns in StarRez.
- Plan and promote programming events.
- Create resources and social media content for students living off campus.
- Maintain a comfortable, clean, quiet, and welcoming working environment.
- Support the administration of the Emergency Housing Fund.
- Attend regular staff meetings, one-on-one meetings, and training sessions provided by the department including mandatory August training.
- Be knowledgeable of emergency response procedures, including escalating issues and responding to concerns when required.
- Other duties as assigned

EXPERIENCE/QUALIFICATIONS REQUIRED:

- Ability to develop excellent professional interpersonal relationships and communicate effectively.
- Demonstrate creativity and sound problem-solving skills.
- Demonstrate customer service skills, responsibility, and leadership abilities.
- Ability to work independently with minimal supervision, take initiative and be proactive.
- Shows maturity, responsibility and a positive attitude towards the tasks at hand.
- Working knowledge of computers and Microsoft 365 (Excel, Outlook, Word, MS Teams and Canva).
- Knowledge of Trent's Housing and Conference Services and Off Campus Housing services provided.
- Willingness to work some evenings and weekends.

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.