STUDENT JOB DESCRIPTION

Job Title: Residence Operations Assistant

Department: Housing & Conference Services

Supervisor Title: Service Centre Coordinator

Last Reviewed: October 2026

Location(s): Peterborough Campus

JOB PURPOSE:

The Residence Operations Assistant (ROA) is a student employee within Housing & Conference Services. The general responsibility of the ROA is to assist the Service Centre Coordinator (SCC) with the planning and implementation of various tasks, projects, and events including Residence Move Out, Summer Residence Move In, Key Auditing and Labour Day Move In. The ROA will report to the SCC.

KEY ACTIVITIES:

- Work closely with the SCC on the planning and executing large-scale events on both Peterborough and Durham Campus.
- Plan and attend meetings with campus partners to successfully communicate logistics of the events.
- Assist with other projects and events throughout the summer.
- Complete a key audit for all residence rooms.
- Assist with the damages process.
- Assist with room preparation and the turnover process.
- Communicate regularly with students, campus partners, and Housing & Conference Services Staff through email, teams and meetings.
- Be familiar with the policies and operational procedures of Housing & Conference Services provided in training and the training materials provided.
- Create and update documents associated with upcoming projects and events.
- Other duties as assigned

EXPERIENCE/QUALIFICATIONS REQUIRED:

- Ability to develop excellent professional interpersonal relationships and communicate effectively.
- Demonstrated creativity and sound problem-solving skills.
- Demonstrated 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 Suite (excel, outlook, word, and MS Teams).
- Knowledge of Trent's Housing & Conference Services department and the College Residences is considered an asset.
- Willingness to work some evenings and weekends.
- Must possess an Ontario G Class License.
- Should be able to lift items under 25 pounds.

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 the University
- Maintain confidentiality regarding student information.
- Trent University is committed to an inclusive and accessible work environment. Students requiring accommodation are encouraged to discuss their needs with their supervisor.