STUDENT JOB DESCRIPTION

Job Title: Senior Facilities Assistant

Department: Student Housing

Supervisor Title: Facility Services Coordinator

Last Reviewed: October 2026

JOB PURPOSE:

Reporting to the Facility Services Coordinator (FC), the Senior Facilities Assistant (SFA) is a part-time student employee (Full Time in summer) within Student Housing who has general responsibility for assisting the FC & the Service Centre and Operations Coordinator (SCOC). The SFA is a front-line student position that will have regular contact with other housing staff, residents, visitors, campus partners and the public. The SFA will mentor and schedule the Facilities Assistants (FA), and provide assistance to the FC, SCOC and Facilities & Operations Associates (FOA). The SFA will work out of the Service Centers, Housing Facilities Office or the Housing Office and will assist in preparing the Residence Buildings for Move-In Day. The SFA must be able to perform with minimal supervision.

KEY ACTIVITIES:

- Responsible for creating and maintaining the Facilities Assistant Schedule.
- Providing on-the-job training for Facilities Assistants regarding room inspections, turnover and Star Rez. Leading through example in all processes.
- Under the direction of the FC, lead the day-to-day work program for the Facilities Assistants team. Providing leadership and guidance, through experience and common sense.
- Carry out various maintenance tasks such as replacing desk lamps, changing shower curtains, and moving furniture.
- Under the direction of the FC, assist with the input and communication of damage charges and appeal decisions.
- Assist with inventory management. Conducting audits of storage space and updating inventories as needed.
- Respond to students' concerns, over the phone, via email and in person. Escalating them to the appropriate professional staff when needed.
- Assisting with key audit process, ensuring records are up to date.
- Playing a supporting role in large Housing events including Open House, Move-in and Move-out.

- Providing logistical and administrative support to other areas within housing including main office, service centres, and professional staff spaces.
- Other duties as assigned

EXPERIENCE/QUALIFICATIONS REQUIRED:

- A valid Class G License.
- 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 Student Housing department and the College Residences is considered an asset.
- Willingness to work some evenings and weekends.
- Ability 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 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.