STUDENT JOB DESCRIPTION

Job Title: Senior Service Centre Assistant

Department: Housing & Conference Services

Supervisor Title: Service Centre Coordinator (Peterborough)

Last Reviewed: October 2026

Location(s): Peterborough Campus

JOB PURPOSE:

The Senior Service Centre Assistant (SSCA) is a part-time student employee within Housing & Conference Services. The SSCA general responsibility is mentoring and scheduling of the Service Centre Assistants (SCAs). They also assist with SCA team development, and training materials. The SSCA position is a hybrid position and will work out of the Service Centres on campus with some remote work required. The SSCA is a front-line student position that will have regular contact with the SCAs, residents, visitors, Housing Staff, campus partners and the public. The SSCA will report to the Service Centre Coordinator (SCC) in Peterborough with support from the SCC.

KEY ACTIVITIES:

- Develop a rotation schedule for desk coverage in all the Service Centres for SCC approval.
- Assist with following up on minor issues and communicating team concerns to the SCC. Communicate any performance concerns to the SCC.
- Under the direction of the SCC, regularly communicate important information and updates to SCA team including updating training documents.
- Assist the SCC with SCA team development, including facilitating activities including 1-on-1 meetings with the SCA team.
- Be knowledgeable about policies and operational procedures within Housing & Conference Services and other campus resources including emergency response procedures including escalating issues and responding to concerns when required.
- Document interactions with students and concerns in StarRez, including maintenance issues, by following department procedures.

- Maintain and update the residence key inventory by following established procedures including checking in/out students, creating key packages, and reporting lost keys.
- Maintain a comfortable, clean, quiet, and welcoming environment at the Service Centres.
- Assist with key operational dates and events including Move In/Out, training, inspections, and recruitment events.
- Other duties as assigned

EXPERIENCE/QUALIFICATIONS REQUIRED:

- Previous supervisory experience.
- Excellent oral and written communication skills.
- 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).
- Demonstrated experience within Trent's Housing & Conference Services and the College Residences is considered an asset.
- 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.