STUDENT JOB DESCRIPTION

Job Title: Service Centre Assistant

Department: Housing & Conference Services

Supervisor Title: Service Centre Coordinator (Peterborough); Student Housing Coordinator (Durham)

Last Reviewed: October 2026

Location(s): Durham and Peterborough Campuses

JOB PURPOSE:

The Service Centre Assistant (SCA) is a part-time student employee within Housing & Conference Services. The SCA works out of the Service Centres on campus to provide assistance to students living in residence. The SCA is a front-line student position that will have regular contact with residents, visitors, Housing & Conference Services staff, campus partners and the public. SCA must be able to perform the job duties with minimal supervision and exhibit appropriate judgement in escalating concerns to the Senior Service Centre Assistants (SSCA) and the Service Centre Coordinator (SCC) in Peterborough or the Student Housing Coordinator (SHC) in Durham.

KEY ACTIVITIES:

- Assist with responding to inquiries received by the Service Centre including responding to emails and answering phone calls.
- Be knowledgeable about policies and operational procedures within the Housing & Conference Services department and other campus resources.
- Assist students with administering residence lock outs, equipment sign-in/out, receiving and distributing mail and packages.
- 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, inspections, and recruitment events.
- Attend regular staff meetings, one-on-one meetings, and training sessions provided by the department.

- 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.
- 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.

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 (at your own cost) a clear criminal record check.
- Achieve and maintain a clear student conduct history with Housing & Conference Services and the University.
- Obtain (at your own cost) Standard First Aid CPR-C training and remain certified throughout the duration of employment.
- 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.