#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Admissions & Occupancy Management Coordinator

**Job Number:** A-327 | VIP: 1355

**Band:** OPSEU-8

**Department:** Student Housing

**Supervisor Title:** Assistant Director, Facilities & Operations

**Last Reviewed:**  April 27, 2022

#### **Job Purpose:**

Under the general direction of the Assistant Director, the Admissions & Occupancy Management Coordinator is responsible for the admission and placement for over 2,000 undergraduate and graduate bed spaces. This position will provide leadership to the application process, space allocation, accommodations, room selection, and occupancy management activities to ensure an exceptional living experience.

#### Key Activities:

##### Admissions & Specialized Housing

* Oversees all technical aspects of the admissions processes and procedures, large volumes of applicant communications and data, including but not limited to, applicant portal design, admissions information, applicant records, data imports and exports, and admission rules in the Housing Management System, StarRez.
* Under the general direction of the Assistant Director, develop, implement, and evaluate application processes for undergraduate and graduate residences in Peterborough and Durham
* Coordinate all admissions processes for residence and communicate/resolve problems in accordance with established procedures. Interpret and apply policies and make decisions on admission with attention to the student experience and residence agreement.
* Develop timelines and project plans for each application and admissions process for approval by the Assistant Director
* Manage student application records in StarRez.
* Explain the admissions process to stakeholders, specifically students, parents, faculty, and staff. Provide training to housing staff related to the admissions process.
* Exchange information with other campus partners whose work impacts admissions
* Identify changing factors and communicate trends upwards to the Assistant Director
* Develop and maintain relationships with other Ontario institutions to assist with admission projections and to implement best-practices.
* Assist students, parents, and staff with concerns and policy interpretations; respond verbally and/or in writing to inquiries or concerns and resolve situations of non-routine nature.
* Responsible for providing edits and up to date information on residence for other department’s materials and information requests (e.g. the Registrar’s Office, Recruitment, Orientation, etc.).
* Compose content, edit, and maintain information and messaging for the department website. This includes working with Recruitment & Business Development Coordinator, Trent University Marketing & Communications, and external vendors to accomplish the visual and messaging goals of the department. Provides writing and editing support for department staff on developing individual webpages.

##### Accommodations

* Act as the primary contact for all requests regarding accessibility and unique needs requests, including attending various committee and working group meetings.
* Coordinate the residence accessibility and unique needs request process.
* Work collaboratively with departmental staff and campus partners to ensure that all information about the accessibility and unique needs process are communicated adequately to all incoming students.
* Regularly collaborate with Human Rights, Student Accessibility Services, Food Services, Multi-Faith, and other campus partners to ensure students are assigned and accommodated appropriately.
* Correspond with students and supporters directly with respect to accommodation needs.
* Makes decisions on student accommodations using expert advice, housing and university policies. Consults the Assistant Director on complex cases.
* Develop individualized emergency response plans for residence students with mobility challenges.

##### Occupancy Management

* Under the general direction of the Assistant Director, develop, implement, and evaluate annual and on-going room selection/assignment processes for undergraduate and graduate residences in Peterborough and Durham
* Coordinate all room assignments and changes in the residences and communicate/resolve problems in accordance with established procedures. Interpret and apply procedures and make decisions on assignments with attention to the student experience and maximizing occupancy.
* With approval from the Assistant Director, design and execute processes associated with checking into and out of assigned spaces.
* Manage student in room and assignment records in the Housing Management System.
* Coordinates the rescind, deferrals and room cancellation/withdrawal processes and presents fee appeals to the Housing, Food Services, Trent U Card & Student Accounts Appeals Committee for review and provides responses to students regarding their appeal request.
* Documents and serves as the primary contact for the room transfer request and reassignment process, including communicating with Residence Life Coordinators, College Principals, and students on related needs, and reporting changes in occupancy to the Financial Officer regarding student billing adjustments.
* Tracks and makes required adjustments to student files for room cancellation/withdrawals while providing support and information to students on the related processes.
* Under the general direction of the Assistant Director, develops, revises, and implements memorandums of understanding for special residence assignments (e.g. Trent International, Athletics, Top Scholars, etc.)
* Coordinate the assignments, transfer, and waitlist process for the following specialized housing programs, but not limited to:
	+ Living Learning Communities
	+ Gender Inclusive Housing
	+ Accessible housing
	+ Graduate housing
	+ Top Scholars
	+ Athletes
	+ International special populations
	+ Early Arrival
	+ Winer break stays
	+ Late Stays
* Maintains and updates regularly the procedures library related to all assignments and makes recommendations to the Assistant Director on suggested revisions or changes.
* Exchange information with other campus partners whose work impacts occupancy and assignments.
* Under the general direction of the Assistant Director, coordinates the expanded occupancy housing process including date-dependent temporary assignments, communication, and reassignment to permanent space as it becomes available.
* Coordinate all correspondence with regarding residence admissions, fees, availability, and general questions regarding residence to ensure that students and stakeholders receive accurate, up-to-date information .
* Makes recommendations for procedure changes to the Assistant Director.

##### Housing Management System & Reporting

* Works with the Business Systems Analyst, to serve as a major user of the Student Housing Management System (StarRez) acting as the primary back-up.
* Work with the Financial Officer in updating fee and billing tables within StarRez to ensure smooth transfer of information to Colleague.
* As assigned by and under the direction of the Assistant Director, assist the Business Systems Analyst to:
	+ Maintain modules and records.
	+ Update and upgrade software, ensuring coordination with campus partners and software provider.
	+ Implement new modules, including adding data and information into the system, conducting system tests, and deploying the software once testing has been completed.
	+ Assist with requests from department users for modifications, tracks requests, and processes requests with service provider.
	+ Coordinate annual administrative updates to the system including but not limited to updates to the application and admissions, billing and fee, facilities and student conduct information and the student portal.
	+ Document processes and provide opportunities to automate tasks where applicable.
	+ Write and implement basic SQL scripts using the system tools in StarRez for use by data subscription module to assist in automating tasks.
	+ document and maintain training manuals on the housing management system processes and recommend to the Assistant Director where opportunities are to automate.
	+ develop reports as needed within the Housing System (StarRez) following established reporting guidelines.
	+ collect data pertaining to admissions, occupancy, and institutional enrollment goals, providing accurate data to the Assistant Director for use in forecasting.
	+ Collect and analyze data and develop reports on assessment findings exchanging information with other campus partners.
* Track function use of space to ensure timely and accurate audits with minimal effort that capture maximum occupancy.
* Prepare and distribute daily and weekly statistical reports for use in operational decision-making, budgeting, recruiting, programming etc

##### Other

* Serve as a contributing member of the Student Housing & Residence Life department on collaborative work, meetings, project teams and initiatives.
* Uphold the Residence agreement and related University policies to ensure the safety and enjoyment of the residence community.
* Work proactively to gather, share, and disseminate information to students/occupants, staff, campus partners and stakeholders.
* Assist research best practices, participate in professional associations/organization, and engage with institutional partners.
* Assist to maintain and regularly update the procedures library and make recommendations to the Assistant Director with regards to suggested revisions or changes
* Assist with program and service evaluation analyzing data to make evidence-based decisions to improve services.
* Assist with special projects and initiatives as assigned by the Assistant Director, or other members of the Housing Leadership Team
* Be knowledgeable of emergency response procedures and implement as required.
* Serve as the primary back-up for the Business Systems Analyst and Recruitment & Business Development Coordinator in their absence.
* Some evening and weekend work required.
* Other duties as assigned.

#### Education Required:

* Honours Bachelor’s Degree (4 years)

#### Experience/Qualifications Required:

* Minimum three (3) years of professional experience related to residence or university admissions, occupancy management or database management is required.
* Demonstrated experience working with large, complex data with accuracy and efficiency within relational databases.
* Experience working with the Student Housing Management System (StarRez) is required related to database management, administration, and reporting.
* Knowledge of the university and residence recruitment, admissions and occupancy cycle, policies, and technical practices
* Strong understanding of student and/or residence life in a post-secondary environment
* Working knowledge of the Freedom of Information and Protection of Privacy Act and implementation
* Working knowledge of Human Rights, AODA, and residential accommodation requirements
* Knowledge of the Residential Tenancies Act (RTA)
* Superior skills working with MS Office
* Basic knowledge of SQL is preferred.
* Demonstrated project management skills.
* High degree of accuracy, efficiency skills; patience with auditing and repeated review of details
* Demonstrated ability to exercise judgment and use initiative in applying and interpreting a variety of procedures, policies, and practices.
* Excellent written and oral communication skills, tact, and patience
* Excellent listening and interpersonal skills
* Logical and efficient
* Highly self-motivated and directed.
* Ability to effectively prioritize and execute tasks in a high-pressure environment.
* Strong student-centric orientation
* Demonstrated ability to work independently and successfully in a team oriented, collaborative environment.
* Must be able to work evenings and weekends where required.

#### Supervision:

* Provide guidance by helping new staff to adapt to the work environment or orienting others to work processes and methods on an ad hoc basis.
* Participant in the hiring process and provide training, guidance, and direction, assigning and monitoring work for accuracy, completion and providing input into staffing decisions and performance evaluations.
* In the absence of their supervisor, provide supervision and support to the Housing Admissions Assistants

**Job Evaluation Factors:**

Managers are requested to fill out the section below for job evaluation purposes.

##### Analytical Reasoning

*Analysis is required in examining and evaluating the complex, multi-faceted needs and concerns of the department and campus partners by clarifying student, staff and business operating requirements, evaluating established procedures and practices internal and external to the department.*

*The incumbent will lead the response to operational, service and project related issues and concerns that arise with the independence and expectation to resolve problems. This work will include making decisions collaborating with other departments and across the Student Housing team. Where necessary, the incumbent will establish work priorities to ensure execution and delivery of services.*

*For example, analyzing the impact to change the residence application process or impact of new legislation or University policy related to accommodations.*

##### Decision Making

*Position will operate with a high level of autonomy and independence to execute responsibilities and lead related projects demonstrating diversity in types and complexity of decisions. The incumbent will establish the framework and process to execute the work often operating within established practices but within defined policies.*

*The incumbent will lead the response to facility related issues and concerns that arise with the independence and expectation to resolve problems. This work will include making decisions collaborating with other departments and across the Student Housing team. Where necessary, the incumbent will establish work priorities to ensure execution and delivery of services.*

*For example, modifying the application system to improve the student experience based on an identified issue or changing the room transfer process to improve communication.*

##### Impact

*Impact on the organization is likely to extend to other departments and have some effect on and extend to multiple clients and service partners: errors are not easy to identify and correct and would cause interruption and loss of time to colleagues and work groups, not only within the same section, but in other departments. Errors that go undetected may affect recommendations, decisions, or actions, leading to a moderate negative impact to the whole organization (tenancy, projects, move-in, turnover, move-out).*

*For example, failing to complete the room assignment process accurately such that the information in the Student Housing Management System (StarRez) was incorrect. Students would not be assigned a room, access issues, inaccurate recording for billing etc.*

##### Responsibility for the Work of Others

*Direct Responsibility*

*• Up to 2 Admissions & Occupancy Assistants – Provide direct supervision related to the admission and occupancy services.*

*Indirect Responsibility*

*• Housing Admissions Assistants – Provide indirect supervisor and direction related to the Housing Admissions Assistant role*

*• Service Centre staff teams across five (5) locations – Provide indirect supervision and direction related to Facility Services*

##### Communication

##### *Internal*

##### *Communicating for the purpose of providing direction, coordinating work, exchanging information, decision making, problem solving etc.*

##### *• Student Housing professional and student staff*

##### *• Recruitment, Admissions and Communications*

##### *• Accessibility and accommodation needs*

##### *• Athletics, Top Scholars, Graduate Housing, Living-Learning Community room assignments and selection*

##### *• Facilities Management staff*

##### *• IT, Conferences, Food Services, TrentU Card, Purchasing, Finance, Colleges, and Risk Management staff*

##### *• Residence students and families/supporters*

##### *• Other university staff or faculty in the general course of daily interactions*

##### *External*

##### *Communicating for the purposes of exchanging information, decision making, negotiation, issue resolution etc.*

##### *• Prospective students and families*

##### *• Guests and visitors*

##### Motor/ Sensory Skills

*Job duties include keyboarding throughout the day; dexterity requires a high level of precision.*

##### Effort

*Mental:*

*Effort required includes mental demands such as visual attention and sustained concentration, for hours at a time on a weekly basis, to input and/or verify the accuracy and completeness of detailed information related to project coordination, service centre operations, scheduling, and reporting. The level of effort is increased with frequent interruptions and distractions over which the job has little control. The total effort leads to some fatigue.*

*Physical:*

*Occasional effort requires the disconnection of computer hardware (CPUs, monitors, other devices) and carrying then from Residence offices (Blackburn Hall, Service Centres, Facilities Office) to IT for servicing. Once service is complete the items are then returned and re-connected.*

##### Working Conditions

*Physical*

*• Keyboarding can result in carpal tunnel syndrome*

*• Long periods of sitting result in joint stiffness and back strain*

*Psychological*

*• The working conditions include dealing with strict deadlines and little control regarding pace of work that results be required to work outside the normal workday schedule*

*• Deadline/time pressures during peak periods and transitions associated with the Student Housing & Residence Life cycle*

*• Frequent interruptions*

*• Conflicting work priorities. Client priorities often change*

*• Multiple competing demands from clients*