**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Student Service Hubs Co-ordinator

**Job Number:** A-403

**NOC:** 1221

**Band:** 5

**Department:** Student Affairs

**Supervisor Title:** Associate Vice President Students

**Last Reviewed:** August 20, 2020

**Job Purpose**

This position coordinates the operation of Student Support Hubs across the Peterborough campus, including directly overseeing up to 15 student staff, liaising with campus partners including the colleges, athletics, Trent Central Student Association, library and registrar’s office, and ensuring that the hubs provide excellent, timely and accurate information to students seeking assistance and support. Hubs directly managed by this position include the Athletics Centre and DNA building, joint supervision with the Library, and liaison with the colleges and Registrar’s Office (Blackburn). This position also solicits student support project ideas from campus partners and oversees student staff in completing these projects.

**Key Activities**

1. Co-ordinates campus hubs in the library, athletics centre and DNA building, and liaises with the colleges, TCSA and registrar’s office, to ensure consistent student support from each hub.
2. Oversees up to 15 student staff members, including work assignments, scheduling, payroll, and other administrative tasks.
3. Completes bi-weekly timesheets for all student staff, ensuring that they are coded correctly and submitted to payroll in a timely manner.
4. Works with student affairs staff to ensure training, motivation and high performance from student staff.
5. Works with student affairs and colleges to develop and provide necessary training, including in-service training, for student staff and where appropriate professional staff.
6. Ensures that student staff are warm and welcoming, provide good active listening, appropriate information and referrals to inquiries, respect privacy and confidentiality, and exercise a high degree of professionalism.
7. Deals with any issues or conflicts arising at the campus hubs; ensures student staff are supported in the event of any difficult issues.
8. Organizes and staffs when needed DNA and/or Athletics student support hub.
9. Ensures that each hub has appropriate signage, wayfinding, and supplies, including informational materials, furniture, computer, and sanitation/mask supplies.
10. Ensure that all hubs are abiding by health and safety protocols and the Trent COVID-19 protocols; provides information around protocols for hubs to distribute as appropriate; ensures all staff are kept up to date with any changes to protocols.
11. Ensures that each hub is abiding by safety protocols, including COVID-19 protocols.
12. Organizes support phone line including ensuring a rotation of professional staff who can answer more detailed or sensitive inquiries. Has a strong knowledge of campus resources and student support options.
13. Solicits, prints and distributes to each hub information materials related to student services and student support.
14. Coordinates tracking of student inquiries and issues, and identifies areas that require further information or support. Solicits or develops materials and training for hubs in these areas.
15. Liaises with campus partners in developing student support related projects suitable for student staff, including colleges, student affairs, wellness, athletics, library, Trent International, academic advising, academic skills. Examples of projects can include materials or informational development, research, or communications.
16. Has regular interaction with student staff and students, motivating and encouraging student staff to engage fully with student support and projects.
17. Leads by example and is a role model for other staff, encouraging a welcoming environment and professional and courteous service to every person visiting each hub.

**Education**

University degree (general)

**Experience**

1. Two to three years’ experience in student support role at a post-secondary institution.
2. Demonstrated knowledge base in communication, active listening, resources, and referrals.
3. Experience supervising student staff.
4. Strong client services background; demonstrated customer service skills, demonstrated ability to provide empathetic, welcoming and warm support for students.
5. Ability to balance the interests of a variety of individuals and university departments.
6. Strong and demonstrated interpersonal and training skills. Solid organizational and time management skills
7. Excellent and demonstrated conflict resolution skills; ability to bring together multiple stakeholders and collaborate among different interest groups. Training in conflict resolution/conflict management.
8. Demonstrated ability to work as a team player.
9. Intermediate level of computer skills in Microsoft Word, Excel, PowerPoint.
10. Project management skills and experience an asset.

**Responsibility for the Work of Others**

Direct Responsibility

Part-time student staff

Indirect Responsibility

N/A