#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Administrative & Project Coordinator

**Job Number:** A-414 | VIP: 1652

**Band:** OPSEU- 5

**NOC:** 1221

**Department:** Housing Services

**Supervisor Title:** Director, Student Housing & Residence Life

**Last Reviewed:**  April 16, 2021

#### **Job Purpose:**

Reporting to the Director, Student Housing & Residence Life or designate(s), the Administrative & Projects Coordinator provides administrative support across the Housing Services department, COVID-19 response coordination & support, consultation and project coordination/tracking, assessment and reporting, and assistance in facilities operations.

#### Key Activities:

**Administrative & Operational Support**

* Provide administrative support to the housing services leadership team for unit or department projects
* Provide administrative support for department meetings, committees, and projects (i.e. Housing Advisory Committee & subcommittees, EDIA Housing Taskforce, Staff Hiring, Orientation, Move-In Day, staff appreciation)
* Coordinate and schedules meetings for the department
* Maintain and record meeting minutes for department meetings
* Coordinate and assist in developing/documenting department policies & procedures
* Receive and use discretion in handling confidential, personal, and proprietary information, using sound judgment to remain in compliance with all university policies and privacy legislation applicable to the situation
* Provide operational support to facilities processes and functions (i.e. mail delivery, work orders)
* Performs other duties as assigned

**COVID-19 Planning & Response**

* In collaboration with the Assistant Directors, assist in the coordination of the Quarantine & Isolation process for students (i.e. assisting with student communication, communication with campus partners, updating current processes).
* Work collaboratively with Food Services to ensure student dietary needs are met
* Coordinate the scheduling of food delivery for students in quarantine & isolation
* Coordinate with Trent International on student arrivals to ensure seamless quarantine support and communication
* Work with residence admissions team to ensure accurate student bookings and arrival processes are in place
* Track, coordinate and ensure adequate quarantine & isolation room inventory is available in collaboration with Housing Facilities
* Assist with developing and providing support to students in quarantine or isolation.
* Manage COVID-19 related databases and inventories
* Document and update department procedures and processes
* Develop pre-arrival and support materials for incoming or potential quarantine & isolation students
* Assists with COVID-19 related communications

**Assessment & Evaluation**

* Coordinate department assessment initiatives to evaluate student/staff satisfaction, residence student learning, stakeholder deliverables.
* Work with department and campus stakeholders to develop reports and recommendations based on assessment data
* Coordinate the annual EBI/Skyfactor or equivalent residence satisfaction survey
* With Assistant Director, Residence Life & Education, analyse survey data and prepare reports

##### Housing Strategy & Project Coordination

* Track projects, report on progress, and follow up on outstanding items
* Coordinate and schedules meetings related to Housing project (i.e. Housing Strategy)
* Assist the Director or designate(s) with the compilation of reports and updates to various stakeholders, including Board of Governors and Board Committees
* Other Housing Strategy and project-based support as assigned

#### Education Required:

University degree (general) required.

#### Experience/Qualifications Required:

1. At least two years related experience required. Preference given to candidates with experience in administrative support, student support and working in a residence environment.
2. Working experience directly supporting students in a post-secondary environment is an asset
3. Excellent interpersonal skills and written/spoken communication skills, tact, patience and confidentiality.
4. Strong understanding of equity, diversity and inclusion in a postsecondary environment/
5. Some project development/project management experience an asset.
6. Excellent knowledge of the Microsoft Office Suite with strong virtual communication skills.
7. High degree of enthusiasm, creativity, efficiency and organization.
8. Demonstrated ability to maintain confidentiality.