#### Trent University LogoOPSEU JOB DESCRIPTION

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

**Job Number:** A-495 | VIP: 1977

**Band:** OPSEU-5

**Department:** Student Housing

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

**Last Reviewed:**  April 10, 2024

#### **Job Purpose:**

The Admissions & Occupancy Management Associate is responsible for executing the processes that support residence admissions and occupancy management within Student Housing by communicating effectively with students, parents, and staff and implementing established policies and procedures. Under the direction of the Admissions & Occupancy Management Coordinator (Team Leader), the incumbent will interact with perspective and current residence students, and their parents, by providing them with a high degree of support and accurate information about Student Housing’s residence admissions processes. The incumbent shall enhance student satisfaction by effectively answering questions and concerns and by supporting a variety of initiatives that support students living in residence.

#### Key Activities:

* Act as an escalation point for concerns from students, parents, and staff associated with housing admissions and occupancy processes including policy interpretations and room assignments, in accordance with department and university standards.
* Support students, parents, and staff with special requests including but not limited to students with accessibility and unique needs and Trent International identified groups.
* Collaborate with campus partners including the Equity & Human Rights Office, Student Accessibility Services, Food Services, College Offices, and Registrar’s Office, Recruitment/Admission, Communications, and others.
* Organize and maintain student information in relation to room assignments and student records including room transfers, room bookings, waitlists, deferrals, withdrawals, and rescinding offers using the Student Housing information system (StarRez).
* Collaborate on building training materials for student staff positions within Student Housing.
* Communicate and collaborate with department contacts and students about seasonal turnover processes including early arrival requests, move-out dates, late stay requests, winter break stays and summer residence.
* Assist in events as a representative of the Student Housing Department.
* Provide updates to the Recruitment & Business Development Coordinator to ensure the information about the housing admissions and occupancy processes on webpages, printed material, and recruitment presentations is accurate.
* Recommends service and process improvements to enhance the student experience.
* Serve as a back-up for the Admissions & Occupancy Management Coordinator in their absence.
* Other duties.

#### Education Required:

* General University Degree (3 year).
* Post-secondary certificate or diploma in an education, community or social service is considered an asset.

#### Experience/Qualifications Required:

* Two (2) years of experience related to the delivery of housing education or services required. Experience with residence or university admissions processes is preferred.
* Working knowledge of current federal and provincial laws, including but not limited to: Residential Tenancies Act, Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, Freedom of Information and Protection of Privacy Act, Ontario Health and Safety Act.
* A high degree of initiative, resourcefulness, critical thinking, and attention to detail with an ability to manage multiple and competing tasks and priorities.
* Attitude and aptitude toward continuous improvement.
* Commitment to equity, diversity, inclusion, and accessibility.
* Vulnerable Sector Criminal Record Check dated within the last 6 months will be required as a condition of employment.

#### Supervision:

* No formal supervision of others is required.
* 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.

**Job Evaluation Factors:**

##### Analytical Reasoning

Analysis is required to deliver the complex, multi-faceted needs and concerns of the department and campus partners by clarifying student and staff inquiries, and recommend improvements based on feedback, observations, and research of best practices.

The incumbent is expected to work proactively to anticipate predictable concerns and issues from students, parents and staff by demonstrating a high level of attention to details related to the housing admissions and occupancy processes. The incumbent will respond to escalated issues and concerns from students, parents, and staff that arise by using analytical reasoning and student housing and university resources (i.e. the residence agreement) to inform decisions.

##### Decision Making

Under the general direction of the Admissions & Occupancy Management Coordinator, this position will operate with independence to execute responsibilities and complete assigned work demonstrating some diversity in types and complexity of decisions. The incumbent will execute the work often operating within established practices but within defined policies. The role will require limited guidance or assistant to complete day-to-day tasks and is expected to understand the scope of responsibilities and use judgement to complete work.

The incumbent will assist with the response to housing admissions and occupancy related issues and concerns that arise with the independence and expectation to resolve problems. This work will include making decisions collaborating with departmental colleagues. Where necessary, the incumbent will assist with establishing work priorities to ensure execution and delivery of services.

##### Impact

The consequence of decision-making will impact student success and could extend to other departments. Impact on the organization is likely to extend to other colleagues in the Student Housing department and have some effect on and extend to multiple clients and service partners. Given its independence, errors are not easy to identify and would cause interruption and loss of time to colleagues and work groups in the department. Errors that go undetected may affect student satisfaction leading to a minor negative impact to the whole organization.

##### Responsibility for the Work of Others

Direct Responsibility

* None

Indirect Responsibility

* Admissions & Occupancy Assistants – Provide indirect supervisor and direction related to their role.
* Housing Admissions Assistants – Provide indirect supervisor and direction related to admissions & operations processes and services.
* Service Centre staff teams across five (5) locations – provide indirect supervision and direction related to Operations & Facility Services.

##### Communication

Internal

Communicating for the purpose of exchanging information

* Student Housing professional and student staff
* Residence students and families/supporters
* Recruitment, Admissions and Communications.
* Student Accessibility Services & Health Services.
* Food Services, TrentU Card, Colleges, and Trent International.
* Campus Security.
* Facilities Management staff.
* 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
* Other University partners

##### 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 facility audits, completing work orders and tasks. 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.
* Occasional standing and walking for long periods of time throughout the year including move-in days and open house events.

##### Working Conditions

Physical

* Keyboarding can result in carpal tunnel syndrome
* Long periods of sitting result in joint stiffness and back strain
* Must be able to work evenings and weekends where required (frequent through mid-August to mid-September, early January, mid-April to mid-May)

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.