

# UNIVERSITY OF WATERLOO

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References Requested: No

## **JOB DESCRIPTION**

TITLE: Student Housing Administrator

DEPARTMENT: Campus Housing Occupancy and Marketing

EFFECTIVE DATE: as early as May 1<sup>st</sup> through the Spring 2024 term with possible opportunity to extend to the Fall 2024 term.

GRADE: Part-time casual (6-9 hours/week total) \*\*Please note that the position would offer a flexible schedule but would require 2 days per week (of that schedule) to be in person during the office's regular hours (8:30 a.m. - 4:30 p.m., Monday to Friday). There may be additional times when in-person work is requested by the Housing Services Advisor, during peak times.

COMPENSATION: \$17.00/hr plus 4% vacation pay, for a maximum of 70 hours

LOCATION: This is a Hybrid role with some remote work but the expectation for a minimum of 2 days a week in person. Applicants must have access to a computer/laptop.

**POSITIONS: 2**

### **General Accountability**

The Student Housing Administrator reports to the Advisor, Housing Services. The Student Housing Administrator is responsible for addressing requests and responding appropriately with high attention to detail to inform students and their supporters of policies and procedures within the department. These requests could be received via email, in-person, or phone calls. The incumbent is part of a team that works together to ensure all customers of the Campus Housing office receive outstanding customer service through an empathetic, kind, and caring approach and that the overall goals of the department are met. There are also opportunities to assist with other admissions and marketing tasks during our peak times.

### **Nature and Scope**

Campus Housing offers accommodation to over 5,000 students living on-campus and connects students to off-campus resources. The department's goals embrace an active living and learning environment, which promotes a lively and inclusive campus-based education consistent with the University of Waterloo's academic mission. The Campus Housing department is an ancillary operation, which must maintain its fiscal viability by remaining competitive, effectively marketing its services, and strategically placing students in residence.

## **Specific Accountabilities**

- Coordinate an excellent customer experience for students, parents, faculty, and staff through email, telephone, and in-person interactions.
- Respond to and/or follow up with any customer inquiries related to on and off-campus housing.
- Assist with projects for the Marketing and Communications team and Occupancy and Data Coordinators.
- Maintain accurate information as processes change and demonstrate a high attention to detail.
- Other duties as required, depending on the working deadlines within the department.
- Attend mandatory training sessions.
- Work in-person from the Campus Housing office for a minimum of 2 days per week.
- Meet weekly with the Housing Service Advisor, Housing Services for check-ins.

The Student Housing Administrator's responsibilities are wide-ranging and team oriented. As such, the incumbent must develop and maintain productive working relationships with other staff in the department and the University. This role has a direct impact on the reputation and customer service rapport for Campus Housing. Excellent interpersonal and communication skills, critical thinking skills and adaptability are critical success factors that contribute to the continuing success of our student residence program and overall operation of Occupancy and Marketing.

## **Qualifications**

- Must be a current student at the University of Waterloo and available starting as early as May 1<sup>st</sup>, 2024.
- Current University of Waterloo graduate student or undergraduate student (minimum 2A student), and completion of at least two academic terms at the University of Waterloo.
- Demonstrated commitment to exceeding customers' expectations is required.
- Must possess a high degree of maturity, patience and judgement to offer outstanding customer service while responding to a full range of inquiries from students, parents, faculty, and staff regarding admissions and related student matters.
- Demonstrated ability to remain tactful under pressure and retain confidentiality.
- Knowledge and understanding of the student and residence experience and familiarity of Campus Housing is considered an asset.
- Exhibit an ability to take initiative and work in a fast-paced environment with minimal supervision.
- Candidates must be computer literate and proficient in the operation of major word processing (Word, Excel, Quest) with the aptitude to learn new software.
- Successful experience working with diverse student populations.
- Excellent interpersonal, communication, attention to detail, and time management skills
- Willingness to work a flexible schedule and within our office hours (Monday to Friday, 8:30 a.m. - 4:30 p.m.)

## **Vaccination Statement**

Please be aware of the University of Waterloo's [vaccination requirement](#). While this has been lifted, it could be reinstated at any time, and it would be advised to keep up to date with your vaccination.

## **To Apply**

All applicants must submit a cover letter and resume to [housing@uwaterloo.ca](mailto:housing@uwaterloo.ca) by **Wednesday, March 6<sup>th</sup>, 2024 at 11:59 p.m.** Do NOT submit your cover letter and resume through LEADs. Successful candidates will be invited to attend an online interview. Final decisions will be made following the interview process.

Any questions feel free to contact the Campus Housing office at [housing@uwaterloo.ca](mailto:housing@uwaterloo.ca).