

UNIVERSITY OF WATERLOO

Contact Person: Mariya Khankhet (mkhankhe@uwaterloo.ca)

References Requested: No

JOB DESCRIPTION

TITLE: Student Housing Administrator

DEPARTMENT: Campus Housing Occupancy and Marketing

EFFECTIVE DATE: As early as May 1st through the Spring 2025 term, with possible opportunity to extend contract for the following term.

GRADE: Part-time casual (6-9 hours/week total)

****Please note** that this position offers a flexible schedule but requires in-person work during the office's regular hours (8:30 a.m. - 4:30 p.m., Monday to Friday) at least 3 days per week. There may be additional in-person work requested by the Housing Services Advisor, during peak times.

COMPENSATION: \$17.20/hrs plus 4% vacation pay, for a maximum of 70 hours

LOCATION: This is a hybrid role with some remote work. However, the expectation is a minimum of working 3 days a week in-person. **Applicants must have access to their own computer/laptop to work from home and bring into the office (iPads are not preferable).**

POSITIONS: 2

General Accountability

The Student Housing Administrator reports to the Advisor of Housing Services. This role is responsible for handling requests from students and their supporters, by providing clear and accurate information about departmental policies and procedures. 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, ensuring the overall goals of the department are met. There are also opportunities to assist with other admissions and marketing tasks during 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, as well as the 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 3 days per week.
- Meet weekly with the Housing Service Advisor 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 1st, 2025.
- 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.
- Demonstrate 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.
- Demonstrate the ability to remain tactful under pressure and retain confidentiality.
- Knowledgeable 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 by **Wednesday, March 12th, 2025, 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.