

## Student Housing Administrator – Job Description (Spring 2026)

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

**References Requested:** No

### Position Details

- **Title:** Student Housing Administrator
- **Department:** Campus Housing – Housing Occupancy and Marketing
- **Effective Date:** As early as May 1<sup>st</sup> through the Spring 2026 term, with possible opportunity to extend contract for the following term
- **Grade:** Part-time casual (10-20 hours/week total)
- **Compensation:** \$17.60/hour plus 4% vacation pay, for a maximum of 70 hours
- **Positions Available:** 1-3
- **Location:** Campus Housing Office. This role is primarily in-person, with the possibility of occasional remote work. Applicants must have access to their own computer or laptop for remote work (iPads are not preferred).

**Please note:** 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). Additional in-person work may be requested by the Housing Services Advisor during peak periods.

### 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.

### **Key Accountabilities**

- Provide excellent customer service to students, parents, faculty, and staff via email, phone, and in-person interactions.
- Respond to and follow up on inquiries related to on-campus and off-campus housing.
- Assist with projects supporting the Marketing and Communications team and the Occupancy and Data Coordinators.
- Maintain accurate information as processes evolve and demonstrate strong attention to detail.
- Attend mandatory training sessions and participate in weekly check-ins with the Housing Services Advisor.
- Work in-person at the Campus Housing office a minimum of 3 days per week.
- Complete other duties as required based on departmental priorities and timelines.

This role is team-oriented and requires the incumbent to develop and maintain productive working relationships across the department. The position directly impacts the reputation and customer service experience of Campus Housing. Strong interpersonal and communication skills, critical thinking, adaptability, and professionalism are essential success factors.

### **Qualifications**

- Must be a current University of Waterloo student and available starting as early as May 1<sup>st</sup>, 2026.
- Undergraduate (minimum 2A standing) or graduate student with at least two completed academic terms at the University of Waterloo.
- Demonstrated commitment to exceeding customer expectations.
- Strong maturity, patience, and judgment when responding to a wide range of inquiries.
- Ability to remain tactful under pressure and maintain confidentiality.
- Knowledge of the student and residence experience and familiarity with Campus Housing is an asset.
- Ability to take initiative and work effectively in a fast-paced environment with minimal supervision.
- Computer proficiency in Microsoft Word, Excel, Quest, or similar systems, with aptitude to learn new software.
- Experience working with diverse student populations.
- Excellent interpersonal, communication, time management, and attention-to-detail skills.
- Willingness to work a flexible schedule within office hours (Monday to Friday, 8:30 a.m. – 4:30 p.m.).

## **Application Process**

All applicants must submit a cover letter and resume to [housing@uwaterloo.ca](mailto:housing@uwaterloo.ca) by **Friday, March 13<sup>th</sup>, 2026**. Successful candidates will be invited to attend an online interview, with final decisions made following the interview process.

For questions, please contact the Campus Housing office at [housing@uwaterloo.ca](mailto:housing@uwaterloo.ca).