

Class No.:	Staff
Original Date:	August 2026
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Pay Group:	20

CLASS SPECIFICATION

STUDENT HOUSING OPERATIONS SUPERVISOR

NATURE AND SCOPE OF WORK

The Student Housing Operations Supervisor supports the day-to-day operations of Student Housing Services by coordinating front-line administrative processes and supervising operational staff to ensure efficient residence services and a positive experience for students and guests.

Working under the direction of the Manager, Student Housing Services, the incumbent assists with the delivery of residence operations by implementing established procedures related to housing applications, room assignments, occupancy administration, resident communications, and move-in and move-out activities.

The Supervisor provides day-to-day supervision of front-line student employees, and seasonal employees, ensuring established service standards and operational procedures are consistently followed.

The incumbent assists with short-term accommodation activities during the summer by supporting group arrivals, guest services, and accommodation logistics as assigned.

The Supervisor works closely with Residence Life staff, Facilities, and other university departments to coordinate routine operational activities and resolve day-to-day issues.

The position reports to the Manager, Student Housing Services.

ILLUSTRATIVE EXAMPLES OF DUTIES

Residence Operations

- Coordinate daily administrative activities within Student Housing Services.
- Process residence applications, room assignments, waitlists, and occupancy changes in accordance with established procedures.
- Maintain accurate student housing records and housing management systems.
- Coordinate residence move-in, move-out, and room transition activities.
- Assist with routine residence occupancy reporting.
- Respond to routine student housing inquiries and refer complex issues to the Manager.

Conference and Group Accommodation Services

- Assist with the administration of short-term accommodation bookings during the summer operating period.
- Coordinate guest arrivals and departures.
- Prepare accommodation information and materials for guests.
- Liaise with conference organizers regarding routine accommodation requirements.
- Assist in ensuring rooms are prepared for scheduled arrivals.

Staff Leadership and Supervision

- Provide day-to-day supervision of student employees, and seasonal employees.
- Assist with staff orientation and on-the-job training.
- Prepare work schedules and assign daily tasks.
- Monitor work performance and provide feedback to staff.
- Ensure established operational procedures and customer service standards are consistently followed.

Customer Service and Community Support

- Provide courteous and professional customer service to students, guests, families, and campus partners.
- Respond to routine operational concerns and assist in resolving customer service issues, while escalating complex or sensitive concerns to the Manager.
- Assist in preparing informational materials and operational communications.

Facilities and Operational Coordination

- Coordinate maintenance requests with Facilities and monitor completion.
- Conduct routine inspections of residence common areas and report deficiencies.
- Maintain inventories of keys, access cards, supplies, and equipment.
- Follow established security and access control procedures.

Financial and Administrative Management

- Maintain operational records and prepare routine statistical reports.
- Assist with reconciliation of residence occupancy information.
- Process administrative documentation related to housing operations.
- Identify operational issues and recommend improvements to the Manager.

Health, Safety and Compliance

- Promote safe work practices and ensure compliance with university policies and procedures.
- Support emergency preparedness and response protocols.
- Maintain confidentiality and privacy standards in accordance with applicable legislation and university policy.

REQUIRED TRAINING AND EXPERIENCE

- Diploma in Hospitality Management, Business Administration, Recreation, Student Affairs, or a related field.
- Two years of progressive experience in student housing, residence operations, hospitality, accommodations, conference services, or a related environment.
- Experience and proficiency with housing, reservation, or property management systems (StarRez, eRezLife, Cloudbeds, etc., and Microsoft Office applications).
- Some experience in a post-secondary environment is required.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Strong leadership and staff supervision skills.
- Excellent customer service and conflict resolution abilities.
- Experience coordinating occupancy, accommodations, and reservations.
- Strong administrative, organizational, and financial management skills.
- Excellent written and verbal communication skills.
- Ability to analyze operational data and prepare reports.
- Ability to work effectively in a fast-paced, service-oriented environment.
- Ability to build collaborative relationships across departments and with external clients.
- Some knowledge of student development principles and residence operations is considered required.