



Class No.:	
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CLASS SPECIFICATION

Student Housing Services Assistant

SUMMARY

The Student Housing Services Assistant provides administrative support to the Student Housing Services area and provides exceptional customer service as the main point of contact for Capilano University Residence. The Assistant ensures the operational organization and efficiency of the department through the completion of key administrative tasks such as applications, assignments, and fee collection as directed by the Residence Life Facilitator and reporting to the Manager, Student Housing Services.

DUTIES AND RESPONSIBILITIES

- Acts as the main point of contact for Student Housing Services by responding to emails and phone calls and providing in-person service at the Residence front desk during regular business hours.
- Provides an exceptional level of customer service that reflects the student-centered mentality of Capilano University Residence.
- Receives and prioritizes Residence applications. Generates Residence offer letters and maintains the Residence waitlist as needed. Collects and tracks residence fees and payments.
- Generates student room assignments in accordance with the appropriate protocols and receives requests for special consideration and accommodations.
- Provides administrative support for student move-in, move-out, and special events.
- Monitors the Residence maintenance request system and responds to student inquiries regarding facilities issues.
- Assists the Student Housing Services in maintaining inventory lists for furniture and other supplies/equipment.
- Coordinates the sorting of incoming and outgoing external and internal mail for both students and staff.
- Organizes residence key/access card storage, sign-outs, and returns for students and staff with a focus on building security.
- Maintains the Residence software system to ensure that information is up to date and accessible. Regularly generates student room lists.
- Supports staff members and administrators within the Student Housing Services department in booking meetings and appointments.

- Provides administrative support to Residence Life programming initiatives.
- Provides administrative support to Residence Life student staff processes such as hiring and training.
- Maintains and updates the Student Housing Services web page in collaboration with IT Services.
- Assists in the development of regular communications to current residents or applicants including newsletters and informational messages.
- Assists the Manager, Student Housing Services, in the development of regular reports related to budget, occupancy, and strategic planning.
- Records, formalizes, and shares minutes from regular departmental meetings and assists the Manager in developing meeting agendas.
- Requirement to be flexible around work schedule and expected to work additional hours during peak operational periods.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Strong administrative skill and organizational aptitude.
- Demonstrated ability to complete and track financial transactions in a secure and detailed manner.
- Proven ability to provide exceptional customer service, particularly to students in a post-secondary environment.
- Excellent written and verbal communication skills with a demonstrated ability to work with a broad and diverse audience.
- Ability to maintain confidentiality in accordance with freedom of information and protection of privacy (FOIPOP) regulations, and deal with sensitive issues with tact and diplomacy.
- Knowledge of student systems and software such as StarRez and Banner is preferred.
- Knowledge of current web design best practices and experience using complex content management systems.
- Strong proficiency in computerized administrative tools such as Microsoft Word, Excel, Access, and Outlook.
- Some understanding of day-to-day facilities maintenance response is considered an asset.

REQUIRED TRAINING AND EXPERIENCE

- Certificate or Diploma related to work as an Administrative Assistant or an equivalent combination of education and/or experience.
- Two (2) years of experience providing administrative support in a post-secondary environment or a similar student residence environment.