

Job Description



Job Title:	Advisor, Housing Services
Department:	Housing & Residences
Reports To:	Manager, Housing Operations and Occupancy
Jobs Reporting:	Part-time and occasional student staff
Salary Grade:	USG 5
Effective Date:	May 1, 2017

Primary Purpose

The Advisor, Housing Services is the welcoming and compassionate face for all Housing & Residences customer service interactions. Advisors appropriately solve issues related to housing or refer customers to the right resources. Solving customer issues often includes assisting students with finding appropriate resources from on-campus residences and off-campus services, and/or advising them to attend workshops or other support services. The incumbent also handles administrative matters including: some office operations, workshops and presentations, and other projects as assigned to ensure all customers are supported appropriately.

Key Accountabilities

List the major responsibilities of the job, divided into 3 to 5 broad categories. These should reflect 80 - 90% of "what" the job does not the "how". Insert a category heading and in bullet form below, state specific responsibilities.

Communicating and providing student housing service support

- Acknowledges and responds to customer inquiries regarding the status of their residence applications, eligibility requirements and procedures
- Problem solves one-of-a-kind scenarios and tailors communication to diverse audiences
- Exercises sound judgement and discretion with regard to the confidentiality of student information
- Identifies optimal ways to continuously improve Housing & Residences services/processes by collaborating with others, and develops an annual inquiry review focusing on walk-in, email and telephone inquiries from students, partners, faculty and staff
- Acts as a conduit between customers and members of the Admissions team
- Ensures that in-bound residence and off-campus housing questions (in-person, telephone and email) from students, parents and campus/community partners are answered appropriately – immediately, after further action, or by forwarding to appropriate the person
- Provides customer sensitive support during wait periods and exceptional circumstances
- Participates in special event Open House days organized by the University of Waterloo
- Accepts and processes payments for off-campus housing listings and residence payments, as necessary

Advising on housing accommodations for students

- Describes on-campus residence options to students in order to highlight the value of the Waterloo Residences
- Discusses the Ontario Residential Tenancies Act regarding off-campus tenancy agreements, and explains potential issues within rental agreements
- Provides insight and educates students on how to be good neighbours and tenants while living on-campus or off-campus
- Advises and refers students to appropriate campus and community resources, and ensuring students are aware of further support, if necessary
- Organizes workshops and events to ensure students are aware of student housing opportunities while at Waterloo

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<p>Staff and volunteer oversight</p> <ul style="list-style-type: none">• Hires, trains and performance manages part-time and casual housing customer service staff• Provides oversight of student volunteer opportunities related to Housing & Residences admissions and operations functions, including advisory boards and appeals committees• Provides direction and guidance for the day-to-day work of occasional and casual pay staff• Organizes customer service coverage for the main housing administration office during regular office hours
<p>Collaboration with Partners</p> <ul style="list-style-type: none">• Develops and leverages positive and professional relationships with campus partners by participating in committees and targeted regular interactions with stakeholders• Liaises between students and AccessAbility Services, the Registrar's Office, and the Graduate Students Office (GSO) regarding the revision of student services as it relates to on-campus accommodations
<p>Reporting and record keeping</p> <ul style="list-style-type: none">• Maintains accurate and timely records of on- and off-campus student accommodations• Tracks daily inquiries to ensure appropriate client service records are kept up-to-date while anticipating upcoming inquiry trends based on past metrics• Provides students with appropriate proof of residency documents, as needed• Runs standard queries to gather data from Student Information Systems and Housing Operations systems to identify the various stages of a student's academic cycle• Generates customer inquiry reports to ensure housing staff is aware of common stakeholder questions related to student housing on a weekly and termly basis

Required Qualifications

If hiring today, what would be the required education, experience, knowledge, skills and abilities?

<p>Education</p> <ul style="list-style-type: none">• Undergraduate University degree and/or College Diploma in Office Administration, or business or social service related studies
<p>Experience</p> <ul style="list-style-type: none">• Customer service experience required, preferably in hospitality or accommodations services• Experience and understanding of university-based housing initiatives preferred• Demonstrated critical thinking and problem solving skills• Superior interpersonal and effective communication experience with a diverse range of people required• Understanding of tenancy related policies and guidelines an asset
<p>Knowledge/Skills/Abilities</p> <ul style="list-style-type: none">• Must possess a high degree of maturity, patience and judgment• Self-motivated to take initiative, resolve problems and escalate more complex issues• Excellent written and oral communication skills with strong attention to detail• Collaborative work ethic• Compassionate and considerate customer service ability

Nature and Scope

- **Contacts:** Communicates with all student-related services on-campus to ensure housing support information is accurate. Specifically, regular contact with the Student Success Office (including the AccessAbility Services unit), IST, campus faculty advisors, and other student support services across campus. Externally, communicates housing opportunities with incoming and current students, and their families.
- **Level of Responsibility:** This position is responsible for the overall coordination and management of student housing services within the office. The advisor has the autonomy to resolve student inquiries based on department policies. Advisors will assist in supervising occasional and casual staff, and performs specialized and

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routine tasks while receiving specific guidance. The advisor provides co-worker support through knowledge sharing with Coordinator Occupancy and Records, the Residence Life Coordinator and other colleagues. The incumbent also impacts job development through job approvals.

- **Decision-Making Authority:** The Advisor will make decisions in collaboration with others, but may occasionally be required to make independent decisions related to the administration of the Waterloo Housing & Residences bookings in the absence of a direct manager.
- **Physical and Sensory Demands:** Minimal demands typical of a position within an office environment.
- **Working Environment:** May experience exposure to disagreeable conditions typical of working with people in distress, as well as normal stress and pressure associated with customer service positions. Work volume varies at different times of the year.