

Work Study Position – Fall/Winter 2026-2027 - Registrar's Office

TRINITY COLLEGE – Front Desk Assistant

Job ID: 267050

Office of the Registrar

University of Toronto- Trinity College

CONTRACT PERIOD: September 8th, 2026 – March 27th, 2027

REMUNERATION:

It is expected that the Front Desk Assistant will work approximately 200 hours throughout the academic session. This position is officially recognized on the University of Toronto Co-Curricular Record.

DEPARTMENT OVERVIEW:

The Front Desk Assistant is a student staff member in the Trinity College Office of the Registrar. The Office of the Registrar provides all Trinity students with academic, financial, and personal advising. The advisors in the office listen, offer answers, options, clarification, and advice, and also refer students to other more specialized services offered by Trinity and the University of Toronto. The Office of the Registrar is responsible for oversight of the academic student life at the College, with the goal of fostering the well-being and academic success of Trinity students. This also includes oversight of the recruitment and admission processes, and overseeing the tour program.

POSITION SUMMARY:

Supervised by the Office of the Registrar, the incumbent will contribute to the running of the Student Services Centre by supporting the Student Services Assistant and other members of the department. This role includes performing administrative tasks, staying updated on university information, and supporting various departmental projects as needed. This role requires excellent customer service and communication skills, good judgement, and a sincere desire to help others.

DUTIES:

- Assists with processing of student records (enrolment letters, transcripts, and student forms).
- Assists with responding to emails by providing general information on university programs, policies, and procedures.
- Assists with walk-ins, including students, staff, faculty, and visitors, with various inquiries and directs them to the appropriate resources or departments.
- Assists with scheduling appointments and managing calendars.

- Fulfilling other duties assigned through the Office of the Registrar as required.

QUALIFICATIONS:

- Graduate student.
- Experience in front-line customer service.
- Ability to exercise tact, diplomacy, and discretion when dealing with others.
- Excellent written communication skills.
- Ability to maintain confidentiality.
- Good decision making, problem-solving, and critical thinking skills.
- Must be dependable, responsible, and flexible.

RELEVANT COMPETENCIES:

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| • Collaboration | • Organizations & records management |
| • Communication and media | • Social Intelligence |
| • Decision-making and action | • Teamwork |

NUMBER OF VACANCIES: 1

APPLICATION DEADLINE: Wednesday, August 12th, at 9:00am

APPLICATION METHOD: Work-Study applications are collected through the [Career Learning Network Application module](#).

START DATE: September 8th, 2026

END DATE: March 27th, 2027

HOURS PER WEEK: 6-8 Hours Per Week (up to 200 hours total)

REMUNERATION: Please visit the [University of Toronto's Work-Study website](#) for more information including eligibility.

We would like to thank all applicants for their interest, however, due to the anticipated volume of applications, only those selected for an interview will be contacted.