



CCPD Front Desk Peer Helper Position Description

Position Title:	CCPD Front Desk Support Peer
Department:	Centre for Career & Personal Development
Location:	MSC 188 and Life Design Hub, MSC 171
Term:	Fall 2023/Winter 2024
Number of Positions:	10 - 15
Hours:	2 - 5 hours per week (based on availability and scheduling)
Length of Position:	September 2023 – April 2024

This is a competitive student leadership/volunteer opportunity for U of C students

POSITION DESCRIPTION

Be part of an amazing team in CCPD that supports students, alumni, and employers in all facets of career development and campus recruitment. The two CCPD Front Desk Support positions in MSC 188 and MSC 171 will give students experience working in a multi-functional, high traffic office setting. The two key components of these positions are customer service and knowledge about the University and the menu of services for students, alumni, and employers in the Centre for Career & Personal Development (CCPD).

At the Centre for Career & Personal Development (CCPD), our **vision** is to inspire students and alumni to embrace their potential, achieve career excellence and contribute to the betterment of their communities; employers benefit through access to future leaders and innovators. Our **mission** is to facilitate and support mutually beneficial relationships between students, alumni and employers. We connect passion to purpose and students to opportunity. Our **values** include a commitment to providing transparency and excellence through service and support, collaboration and community, teamwork, and trust.

TASKS AND RESPONSIBILITIES:

You will be trained on the menu of services available through CCPD and introduced to many of the key concepts of career development and education. Tasks and responsibilities will consist of the following:

- Cover the front desk at MSC 188 or MSC 171 during lunch hours, team meetings, career fairs and other special events (2 - 5 hours per week)
- Serve as a first point of contact for students, staff, alumni and employers
- Answer in-person and telephone inquiries from students, staff, and employers with regards to the services provided by CCPD and Life Design Hub
- Practice customer service skills
- Work in a collaborative team environment and gain experience in a professional office setting to expand your professional and peer network
- Increase awareness and knowledge of on-campus events of the university services and

resources available to students

- Work with the CCPD staff on special projects as required
- Participate in student focus groups for new initiatives as required
- Enhance interpersonal skills through interaction with students, staff, alumni and employers
- Opportunity to serve as a Student Moderator for 1 – 2 Careers in series networking panels and other events as required
- Opportunity to assist at the Employer Networking information sessions to take attendance and support the CCPD team as required

Employability Skills:

As a result of volunteering in this role, students can expect to develop their employability skills in the following focus areas, as outlined by the Conference Board of Canada's Employability Skills:

- **Communication Skills:** Gain skills in public speaking, presentation, and group facilitation skills
- **Teamwork Skills:** Develop skills in understanding group dynamics, engaging in dialogue with others who approach learning, work, and world issues differently, and event/project management; and
- **Personal Management Skills:** Learn how your strengths help you succeed, and how to be adaptable in different settings. You will also have the opportunity to work on learning goals in this position using the SMART model

As a University of Calgary Peer Helper, you will also work within a collaborative team environment, expand your network of students, faculty, and staff and have access to specific career development opportunities provided through the Peer Helper Program.

QUALIFICATIONS:

- Good customer service skills
- Strong understanding of the University of Calgary's services, resources and processes
- Strong communication skills to convey information clearly and motivate students
- Demonstrated ability to succeed academically while maintaining other commitments
- Demonstrated professionalism, maturity and good judgment
- A strong interest in the student experience and learning
- As a Peer Helper this is meant to enhance the student experience and supplement academic learning, all Peer Helpers must demonstrate their ability to balance their academics with their extracurricular commitments, and must be in good academic standing
- All Peer Helpers must be in good standing with the Office of Student Conduct

PEER HELPER COMMITMENT:

- This position runs from September – April, recommended 2 - 5 hours per week based on availability and scheduling
- **MUST** attend the CCPD Peer training (Date TBD)
- Become part of the Peer Helper community throughout offices across campus
- Valuable leadership training opportunities provided to all UCalgary Peer Helpers
- StrengthsQuest Assessment code to identify your "Top 5 Themes of Talent"

PEER HELPER PROFESSIONAL DEVELOPMENT:

The Peer Helper Program engages 300 students every year through 17 different on-campus offices. A key part of being a Peer Helper is having the opportunity to develop your employability skills and experiences, and then translate those experiences into strong interview stories.

APPLICATION PROCESS:

To apply, please register for an account in [My Volunteer Impact](#) and complete the application form online. If you have any questions, please direct them to csstdnt@ucalgary.ca