Centre for Career Development & Life Design
Front Desk Peer Helper Position Description

Position Title: Career Development & Life Design Front Desk Support Peer
Department: Centre for Career Development & Life Design
(Formerly known as Career Services and Leadership & Student Engagement)
Term: Fall 2022/Winter 2023
Number of Positions: 8 - 10
Hours: 2 - 5 hours per week (based on availability and scheduling)
Length of Position: September 2022 – April 2023

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

POSITION DESCRIPTION

Be part of an amazing team with the Centre for Career Development & Life Design (formerly known as Career Services and Leadership & Student Engagement) that supports students, alumni, and employers in all facets of career development and campus recruitment. The Career Development and Life Design Front Desk Support positions will give students experience working in a multi-functional, high traffic office setting. The two key components of this position are customer service and knowledge about the University and the menu of services for students, alumni, and employers in the Centre of Career Development & Life Design.

At the Centre of Career Development & Life Design, 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 both the offices of Centre of Career Development & Life Design 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 in person or virtually when applicable at Career Services and in the Leadership & Student Engagement office, team meetings, career fairs and other special events (2 - 5 hours per week)
- Serve as a first point of contact for students, staff, alumnus and employers
- Answer in-person and telephone inquiries from students, staff, and employers with regards to the services provided by Career Services
• 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
• Serve as event support workshops and other events as required in person or virtually
• Assist at Employer Networking information sessions in person or virtually to take attendance and support the Business Operations/Development team as required
• Increase awareness and knowledge of on-campus events of the university services and resources available to students
• Work with the Career Services and Leadership & Student Engagement 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

**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 can work on learning goals in this position using the SMART model

As a University of Calgary Peer Helper, you will have the opportunity to 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:**

- Complete Volunteer Health and Safety orientation on My Impact page
- 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 the Peer Helper Program 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
• Credit on the Co-Curricular Record
• **MUST** attend Career Services 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
• CliftonStrengths® Assessment 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. Launched in 2019-2020, the Peer Helper Professional Development (PHPD) Program helps Peer Helpers meet these goals.

**APPLICATION PROCESS:**

To apply, please submit an online Peer Helper application form available on the Peer Helper Program’s website by 4:30 pm on Monday, Sept. 5, 2022. If you have any questions, please direct them to [php@ucalgary.ca](mailto:php@ucalgary.ca) or [csstdnt@ucalgary.ca](mailto:csstdnt@ucalgary.ca). Available opportunities can be found [here](#). If selected, you need to be available for interviews in August and September for the position commencing for the Fall 2022.