

Student Life and Leadership Peer Assistant
Peer Assistant Position Description

Administrative Supervisor: **John Ginsburg**

Site Lead: **Michelle Baker**

Peer Assistant Position Description

Help department staff and students with front counter work, such as handling sales and rentals, as well as sign-ups for various ASG activities and collection of ASG-related paperwork. Also assist with planned activities and events, such as event set-up and breakdown or staffing a table in the Community Center for an activity.

Responsibilities

- Greet and interact with customers
- Handle purchases, sign-ups, and other basic customer needs
- Be familiar with ASG departments, activities, and services in order to answer customer questions
- Answer phone calls, review voice mails, check information on-line when necessary to assist.
- Refer to ASG or professional staff when appropriate.
- Assist in Cougar Cave, Multicultural Center and other areas overseen by Student Life and Leadership
- Work on special departmental projects

Learning Outcomes

- In-person communication skills
- Phone communication skills
- Problem-solving, autonomy, self-confidence and empowerment
- Organizational abilities
- Time management, importance of on-time attendance and meeting deadlines
- Accuracy, accountability and job familiarity
- Overall College awareness and orientation
- Operations of a professional department
- Appreciation of difference and diversity

Qualifications specific to this position

- Friendly and outgoing. Able to interact with many different people throughout the day.
- Written and verbal communication skills
- Ability to handle ambiguity and be flexible with changing environment and needs
- Ability to think on one's feet and not get flustered
- Basic math skills
- Comfortable with cash handling
- Basic College awareness and eagerness/ability to learn