

**Community Center Reception Areas**  
**Advising Desk and Welcome Kiosk**  
**Peer Assistant Position Description**

**Administrative Supervisor:** Dustin Bare

**Site Lead:** Robin Dryden

**Peer Assistant Position Description**

**Community Center Advising/Career Services and Information Kiosk:**

PA's will staff both the Advising and Career Center and Welcome desks of the Community Center to provide information to students, staff and community members focused around all student support services that take place in the Community Center. PA's will be trained to answer a wide range of general questions for multiple academic support areas (i.e. Academic Advising, Career Services and Graduation Services) and help others access services to support their academic careers here at CCC. This position works in a fast paced customer service orientated environment that frequently communicates with student's in-person, email and phone.

**Responsibilities**

- Greet and interact with students and other visitors to the campus
- Answer phone calls, review voice mails, check information on-line when necessary to assist.
- Become knowledgeable of Student Academic and Support Services (SASS) to make appropriate referrals to other areas on campus
- Assist students with access to MyClackamas accounts, registration, etc.
- Work on special departmental projects
- Maintain spaces in a clean and orderly manner using "Daily Duties" outline
- Maintain inventory of all forms and program guides, schedules and catalogs

**Learning Outcomes**

- In-person communication skills
- Phone communication skills
- Problem-solving, autonomy, self-confidence and empowerment
- Organizational abilities
- Develop familiarity with Microsoft Office Suite
- 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 a changing environment and an array of student needs
- Ability to think on one's feet and not get flustered
- Basic College awareness and eagerness/ability to learn
- Strength in collaboration, and being part of a team that is all about student support
- Self-motivated, will take initiative to solve problems and complete tasks