POSITION DESCRIPTION

Position Title: Student Support Assistant
Department: Student Services
Employment Type: Full time (35 hours per week), Monday to Friday, 8:30 AM to 4:30 PM (includes 1 hour unpaid lunch break)

SUMMARY

Directly reporting to the Coordinator, Student Support (CSS), the Student Support Assistant (SSA) acts as the front-line representative of the Students’ Union and is primarily responsible for providing reception, switchboard, and information services to students, members of the University community, and the public.

The SSA performs a variety of clerical activities involved with greeting visitors, screening and referring telephone calls and emails, answering questions, and providing information.

The position is subject to high peak customer service demands during the first months of both the fall and winter semesters (September and January). Customer service demands regulate during other periods and fall off considerably over the spring and summer semesters.

KEY RESPONSIBILITIES

- Responds to inquiries about the Students’ Union and University of Calgary, and provides information and advice (including maps, brochures, and websites) related to services, events, programs, and activities.
- Operates a 3-line switchboard, receives and relays incoming, outgoing, and internal telephone calls, takes and delivers messages for Executive and professional staff as required.
- Processes incoming and outgoing campus and off-campus mail; accepts and signs for delivered packages; arranges for outgoing courier deliveries.
- Maintains and manages inventory and orders related to stationery and office supplies, and ensures business center areas are neat, orderly, and well maintained.
- Responsible for maintaining cleanliness, restocking supplies and organization of common areas, including the front reception, mailroom, printer areas and kitchen.
- Liaises with the Information Centre/Lost and Found Coordinator to ensure that necessary materials are well stocked, visitors are directed to the appropriate location, and mail is secured and distributed from the ICLF when required. The SSA may be called upon to assist with troubleshooting on occasion.
• Oversees the SU Tutor Registry, including processing applications for new tutors and updating website information.
• Assists the CSS with the management of the SU Conference Funding program, which includes answering questions about eligibility, directing students to the application, collection of receipts and disbursement of funds.
• Train part-time staff to perform effective reception coverage during lunch breaks or absences.
• Performs additional related duties in collaboration with other SU departments as assigned.

REQUIRED COMPETENCIES

• Excellent customer service skills to assist in determining customer needs and providing appropriate levels of assistance in a high energy and multi-faceted environment.
• Demonstrates verbal and written communication skills to support communicating with customers and staff via all modes (face-to-face, telephone, fax, letter, email) in a positive, professional, and courteous manner.
• Superior interpersonal skills to interact positively, courteously, and professionally with customers and staff. Ability to deal with difficult or demanding customers, students, and members of the public.
• Ability to develop and maintain required knowledge and understanding of the organization and general campus environment, including services, programs and other information considered important to customers.
• Strong organizational skills and time management skills, with the ability to multi-task and manage priorities to meet daily work deadlines and keep updated on changes to ongoing programs.

EDUCATION AND EXPERIENCE

An individual with previous experience working in an administrative and/or customer service role. Experience working within a university environment is an asset. Graduate students with daytime availability are welcome to apply.

Technical Requirements:

• Intermediate computer skills using MS Office applications and intermediate familiarity with the internet and internet-related applications.
• Ability to operate standard office equipment (e.g., fax machines, photocopiers, etc.).