



## CCPD Front Desk Peer Helper Position Description

<b>Position Title:</b>	<b>CCPD Front Desk Peer Helper</b>
<b>Department:</b>	Centre for Career & Personal Development
<b>Location:</b>	MSC 188 and MSC 171
<b>Term:</b>	Fall 2025/Winter 2026
<b>Number of Positions:</b>	10 - 15
<b>Hours:</b>	2 - 5 hours per week (based on availability and scheduling)
<b>Length of Position:</b>	September 2025 – April 2026

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

### POSITION DESCRIPTION

Be part of an amazing team in the Centre for Career & Personal Development (CCPD) that supports students, alumni, campus partners, and employers in all facets related to students' campus, personal and career journey. 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 professional customer service and knowledge of the University and services available for students, alumni, campus partners, and employers in the Centre for Career & Personal Development (CCPD).

### TASKS AND RESPONSIBILITIES:

You will be trained on the menu of services available through CCPD. Tasks and responsibilities will consist of the following:

- Provide administrative support at the front desk in MSC 188 or MSC 171 during lunch hours, team meetings, career fairs and other special events (average 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 networking panels and other events 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 2025 – April 2026, and this volunteer role requires a minimum of 20 hours per academic year to support CCPD offices.
- **MUST** attend the CCPD Peer Helper training (Date TBD)
- Is punctual regarding starting and ending your shifts

## CONDUCT STATEMENT

This position requires students to be in good conduct standing for non-academic misconduct.

If you are currently involved in a non-academic misconduct process, or have been found responsible for a violation of the Student Non- Academic Misconduct Policy and you are unsure of your conduct standing, please contact [conduct@ucalgary.ca](mailto:conduct@ucalgary.ca) to verify your status. More information is available at: [www.ucalgary.ca/student-services/student-conduct/faq](http://www.ucalgary.ca/student-services/student-conduct/faq)

Please note that in submitting your application, you are verifying that you are in good conduct standing and you consent to this being verified by the Student Conduct Office. Note that details of non-academic misconduct cases are not shared through this process.

**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](mailto:csstdnt@ucalgary.ca)