

## **Wacheno One Place Peer Assistant Position Description**

**Administrative Supervisor: Jennifer Anderson**

**Site Lead: Claire Bach**

### **Peer Assistant Position Description**

PA's will staff the Wacheno One Place & Welcome Desk to provide direct support to students and guests who need directions, information, and referrals throughout the Wacheno Welcome Center and across campus. In addition to welcoming students and guests, PA's will connect them to specific service areas (i.e. Financial Aid, Advising, Career Center) as well as other resources available to them (i.e. Counseling, Food Pantry, etc.). PA's will assist with checking students in for their appointments using Navigate Kiosk, as well as assist students in the FARL (Financial Aid Resource Lab). This position works in a fast-paced customer service oriented environment that frequently communicates with students in person and via email.

### **Responsibilities**

- Greet students and guests entering the Wacheno Welcome Center
- Answer questions in-person, respond to emails, and answer occasional phone calls
- Become familiar with the different student services and resources housed in the Wacheno Welcome Center (i.e. Financial Aid, Advising, Counseling)
- Assist students in the FARL with financial aid materials and other online forms and applications
- Assist students with accessing MyClackamas, and other basic online functions
- Maintain spaces in a clean and orderly manner using the "Daily Checklist" outline

### **Learning Outcomes**

- In-person 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
- Good written and verbal communication skills
- Ability to handle a changing environment and a wide array of student needs
- Ability to think on one's feet and not get flustered
- Basic College awareness and eagerness/willingness 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