



Career Competency: Career Center Peer Advisor

| What are the current responsibilities of this position? What are the students doing? | What career relevant competencies are developed in this position? | How to articulate response competence development? |
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| <ul style="list-style-type: none"> • Greet visitors and ask them how the Career Center can be of assistance • Help students check-in for appointments and workshops • Answer direct incoming telephone calls using a multi-line system • Monitor online chat system; answer questions from students, alumni, employers, staff, faculty, and community members • Respond to questions about the center’s services, resources, policies, and fees • Give out appropriate materials and referrals • Troubleshoot students’ questions about JobX • Conduct brief consultations with students to determine the services that will best meet their needs, and to answer basic questions • Open the office in the morning and close the office at the end of the day • Make sure the lobby, front desk, and storage areas remain organized and clean • Complete assigned tasks such as data entry, typing, photocopying, filing, and mail | <ul style="list-style-type: none"> • Ability to communicate and connect individuals from diverse backgrounds • Customer service focus • Attention to detail • Ability to work independently • Problem solving and critical thinking • Time management and prioritization • Ability to learn quickly, retain information, and apply learned material to help customers • Flexibility • Initiative and responsiveness • Build and foster collaborative relationships in a diverse workplace • Ability to edit documents for content, layout, and voice | <ul style="list-style-type: none"> • • • • |