

## **AskMeRU InfoDesk: Peer Support Navigator**

### *Job Description*

Position Title:	Peer Support Navigator (PSN)
Department:	AskMeRU InfoDesk, Office of the Vice Provost, Students
Office Location:	POD-61
Supervisor:	Lucas Gobert
Email:	Lgobert@ryerson.ca
Number of Positions:	10
Salary:	\$12.00 per hour
Duration:	August 18, 2014 to April 30, 2015
Hours per week:	8 – 10 (depending on time of year)

The successful candidate will be a member of the AskMeRU InfoDesk team, providing quality information to the Ryerson Community in regards to all things Ryerson. This person, as part of the team, will staff the AskMeRU InfoDesk and help students, staff, faculty, and guests navigate Ryerson, directing and connecting them to the appropriate service or department for their needs.

The successful candidate must have strong customer service, research, and communication skills, as well as a solid understanding of Ryerson University and its policies, and respect the values of Equity, Diversity, and Inclusion. He or she must constantly be willing to learn new information, and not afraid to be outgoing and courteous, even in difficult situations. He or she will be self-motivated and capable of functioning independently, as well as in a team, and always willing to go the extra step to provide amazing customer service.

### **Job Responsibilities**

Front Desk:

- Attend the mandatory front-line PSN training program and on-going in service training.
- Provide students with access to accurate and clear information on any questions related to their Ryerson experience.
- Direct and connect students to the appropriate service or department. (i.e. ESSR, Admissions, Financial Aid, Academic Advising, etc.)
- Be familiar with services offered to students by the Office of the Vice Provost Students portfolio. (Student Affairs, Athletics, Registrar, etc.)
- Be familiar with researching information on the Ryerson University website, specifically for services offered to students.
- Monitor and respond to questions through email and social media (Twitter, Facebook).
- Track the type and number of questions received at front desk for statistical purposes.
- Organize and maintain the front desk area (POD-61) to function effectively and efficiently on a daily basis.
- Recommend suggestions on improving front-line service and assist in the implementation of new recommendations.

#### Administrative Support:

- Assume responsibility for special projects mutually agreed upon with the mentorship of a full-time staff member.
- Provide administrative support to full-time staff, as needed.
- Assist with updating and expanding the AskMeRU InfoDesk Training Guide.
- Other duties as required.

#### **Qualifications**

- Excellent front-line, customer services skills.
- Student must be committed to diversity and be culturally sensitive to the multicultural environment at Ryerson.
- Excellent interpersonal, research, and problem solving skills.
- Basic knowledge of Microsoft Word and Excel required.
- Must have and maintain a clear academic standing.
- \* Knowledge of Adobe Suite, design skills, or video editing is appreciated (but not necessary).

Successful candidates for this position must attend the mandatory PSN training August 19-21, 2014, and be available to work Orientation Week (August 25-August 29, 2014) & and the first week of school (September 2-5, 2014).

Positions will be offered on a conditional basis, pending release (August 2014) of the Fall/Winter 2014/15 Work-Study Approval form. Successful candidates receiving a conditional offer will need to apply to and receive approval for Ryerson's 2014/15 Work-Study program to hold their PSN position.

Interested applicants should submit a resume and cover letter by April 4, 2014 to Lucas Gobert at **Lgobert@ryerson.ca**.