

**St. Paul's University College**  
**Updated: November 24, 2010**

**Position Title:**

**Student & Guest Services Support – Part time, Student Position**

**General Accountability**

The Student & Guest Services Support staff report to the Residence & Financial Coordinator.

**Nature and Scope**

The Student & Guest Services Support positions are part time contract positions responsible for supporting the daily customer service function of the St. Paul's Student & Guest Services Centre. They also provide clerical help to staff as needed.

Normal work hours: Monday through Friday, afternoon shift options

**Specific Accountabilities**

- providing excellent customer service to students and guests at the service counter (e.g. accepting fee payments, sales of ancillary items, general reception, etc.)
- Sort and deliver mail
- Data entry
- Telephone reception
- Providing clerical support to staff and faculty as needed
- Performing other duties as assigned

**Skills & Experience**

- Excellent customer service and reception skills
- Excellent interpersonal skills in dealing with students, faculty and visiting scholars in a positive manner
- Proven ability to work well with details
- Ability to work with discretion and confidentiality
- Cash handling experience an asset
- Demonstrated ability to perform clerical duties