

University of Southern Queensland

Student Concierge (multiple positions) Toowoomba & Ipswich

Are you a proud UniSQ student and want to improve your public relations, communication, and leadership skills?

Do you enjoy working as part of a team and helping others make informed choices about their future?

As a UniSQ Student Concierge, you are part of a dedicated team working to support students through each stage of their learning journey, focussing on building proactive relationships with students to deliver high quality single-point service provision. This means you will:

- Provide first point of contact frontline service to students, staff and the public, either face to face at one of our campuses, or online through chat, email, phone and zoom;
- Provide accurate information utilising UniSQ resources to resolve enquiries and liaise with other support areas to refer complex queries to specialists;
- Contribute to USQ values, culture and community as a staff member;
- Enhance your critical thinking, presentation and leadership skills while studying;
- Receive ongoing professional development opportunities; and
- Expand your professional networks with fellow university students, business and communities.

Positions are available at UniSQ's Toowoomba and Ipswich campuses. Shifts will be within the hours of 8:00 am to 8:00 pm Monday to Friday and 12:00 noon to 5:00 pm on the weekends. Please note the work is on a casual basis, as needed, so there is no guarantee of minimum hours and hours will vary from week to week.

Am I Eligible to Apply

To be eligible to apply, you must:

- Be a current UniSQ student and have completed at least one full semester of studies;
- Have at least 4 courses remaining to complete your studies;
- Be able to attend Toowoomba or Ipswich campus regularly to fulfill shifts in our service centres or our online contact centres;
- Make yourself available for at least 2 shifts each week to ensure that skills remain current;
- Make yourself available in O week and Week 1 of Semester 1 2023 to ensure we can meet the demand for student-initiated enquiries

How to Apply

If you think you can bring this role to life, we invite you to submit your resume/CV and outline your motivation and suitability for the role in a couple of paragraphs.

You should highlight your key strengths, accomplishments and achievements, and demonstrate why you would be a good fit for the role.

We suggest you consider the following key questions:

- Do you have the right knowledge, skills, abilities and/or experience for the role?
- Are you motivated, dependable and enthusiastic?
- Do your values and goals align with USQ's vision?

To apply, or for further information, please email iconnect@usq.edu.au

Please lodge your application no later than **Sunday 14 August 2022**