

HIGH SCHOOL CONNECTIONS

Peer Assistant Position Description

Administrative Supervisor: Jaime Clarke

Site Lead: Jaime Clarke

Peer Assistant Position Description

PA's serving in the Office of Education Partnerships will support the High School Connections programs. Students will help new and prospective students navigate the admissions and registration process in order to enroll in High School Connections programs. The PA will support office functions of preparing materials, entering survey data, and filing. The PA may also represent CCC at college and career fairs and high school visits, host special events, and staff college information booths.

Responsibilities

- Perform duties under the direct supervision of the Director, Office of Education Partnerships
- Guide prospects through steps to getting started; topics may include:
 - Applying for Admission
 - Registration
 - myClackamas troubleshooting
- Travel and represent CCC at college and career fairs and high school visits
- Group presentations and student/faculty panels
- Support mid-sized and large campus events such as summer programming
- Prepare materials for advising, registration, and off-campus outreach activities
- Communicate with students, families and high school partners via phone/email/mail
- Data entry (may include confidential information)
- Refer to High School Connections staff when appropriate

Learning Outcomes

- In-person communication skills
- Phone and email communication skills
- Problem-solving, autonomy, self-confidence and empowerment
- Organizational abilities
- Time management, importance of on-time attendance and meeting deadlines
- Accuracy, accountability and job familiarity
- Overall College awareness and orientation, special emphasis on getting started processes
- Operations of a professional department
- Appreciation of difference and diversity

Qualifications specific to this position

- Proficiency with Microsoft Office programs (Word, Excel, Outlook)
- Excellent customer service skills; able to interact with many different people throughout the day
- Organized and dependable; high level of accuracy and attention to detail
- Strong verbal and written communication skills
- Ability to work independently and in a team setting
- Experience working in a setting requiring the protection and maintenance of confidentiality
- Willingness and ability to work in a high-volume or sometimes repetitious environment
- Basic College awareness and eagerness/ability to learn
- Valid drivers' license accepted in the State of Oregon and ability to travel to high school locations