

Transportation Systems
Peer Assistant Position Description

Administrative Supervisor: **Phillip King**

Site Lead: **Luke Norman**

Peer Assistant Position Description

Invite CCC students, staff, and faculty to learn more about transportation options, respond to questions about transportation to, from, and between CCC campuses (Oregon City, Harmony, & Wilsonville), assemble and deliver information to students and departments, and identify other opportunities for outreach and partnership.

Responsibilities

- Set up and staff tabling/sign up events at CCC campuses
- Represent CCC in a positive, responsible, and professional way
- Assist with event planning and implementation including developing event ideas, gathering supplies, promoting events via social media and emails, staffing events and helping clean up
- Coordinate with partners on planning events
- Help students, staff, and faculty access information and resources to try new travel options
- Help CCC students understand travel choices impact on finances, environment, health
- Answer travel related questions, including carpooling, the CCC shuttle, TriMet bus system, and bicycling options
- Maintain good customer service communications in person and via e-mail
- Develop and maintain interested student e-mail list
- Advise Transportation Systems Analyst on effective marketing strategies, communication tone, style, language, etc. to communicate with students
- Develop and deliver information packets on new transportation options to students and departments
- Develop and deliver carpool pool incentives to participating students
- Assist with evaluation data gathering as needed
- Data entry and management of spreadsheets to confirm who has received transportation materials
- Data entry and management of online database to determine, which students are eligible for carpool incentives and track delivery of incentives
- Act as the liaison with the associated student government to ensure transportation outreach and events are in compliance with CCC and ASG policies
- Advise on overall campaign to increase effectiveness for communication with students

Learning Outcomes

- Marketing, outreach, and event planning
- Customer service and professional communication skills
- Coordination with internal departments and external partners
- Database management
- Program development and evaluation
- Creative thinking and problem-solving
- Financial spreadsheets, receipts, and reimbursement

Qualifications specific to this position

- Comfortable speaking with the public, has a friendly personality
- Can communicate effectively with all types of people

- Able to lift up to 35 pounds
- Proficient with Microsoft Office applications and basic data entry and email
- Works well in a team, and fosters team spirit
- Enthusiasm about transportation options and helping members of the public
- A general interest in promoting biking, walking, transit, and carpooling
- Prompt, punctual, and reliable
- Detail oriented
- Preferred familiarity with and personal experience using transportation options to and around the CCC campuses
- Preferred experience working with a diversity of community members, including communities of color and non-native English speakers.
- Preferred experience teaching and/or conducting public outreach