### POSITION SUMMARY

This position will support the First Year Experience Department by serving as a peer mentor. The position requires attending EDUC 1300 class sessions as required, presenting mini-modules as agreed upon with the instructor, and helping students understand and apply EDUC course material; inviting and accompanying students to campus events, activities, and campus resources; meeting with students in small groups or individually and making them aware of organizations on campus; referring students for assistance from various campus professionals; coaching students to communicate effectively with faculty and staff; attend ongoing Peer Mentor training, preparing and submitting mentoring documentation, conferring with Peer Mentor supervisor, and collaborating with fellow peer mentors. May interact one-on-one with students. Will work with and assist diverse groups.

### PRIMARY RESPONSIBILITIES

1. Filing
2. Copying
3. Faxing
4. Answering phones, taking messages, redirecting calls
5. Pick up and deliver mail
6. Scanning and/or shredding
7. Provide general information related to the department
8. Provide handouts and/or forms to customers
9. Maintain inventory
10. Set up learning environment (such as labs, classrooms, etc.)
11. Event preparation and support
12. Prepare reports
13. Collect and record data
14. Maintain knowledge of multiple programs
15. Tutor, ability to take lecture notes, act as scribe, and proof read
16. Guided tours

### REQUIRED QUALIFICATIONS

- High School Diploma or Equivalent
- 1 year of related work experience

### KNOWLEDGE SKILLS AND ABILITES

- Customer service
- Interpersonal skills
- Organizational skills
- Analytical and problem solving skills
- Communication skills (written and/or oral)
- Working knowledge of general office procedures and practices
- Ability to sort, merge, and complete mass mailings
- Proficiency with one or more office software (Word, Excel, PowerPoint, Access)