

FWS Student Outreach/Peer Mentor

Job Summary:

Assists with outreach activities at high schools and community events. Under assigned supervisor may assist with scheduling events, preparing outreach materials, and assisting and providing appropriate resources to students. This position is looking for a detail-oriented and reliable Federal Work Study Student to supplement department operations.

Essential Functions:

- Answer phones, emails, and in-person inquiries
- Assist at high school and community events
- Receive and input a variety of student/customer information into computer systems
- Prepare and compile packets of materials
- Provide general college information and resources to prospective students

Knowledge of:

- Principles, practices, concepts and techniques used in customer service, public relations and community outreach
- Customer service methods and etiquette
- Principles and practices of sound business communication; correct English usage, including spelling, grammar, and punctuation
- Modern office practices, procedures and equipment including computers and applicable software programs

Skills:

- Communicating clearly and effectively both orally and in writing
- Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations
- Operating a computer, enterprise software, spreadsheets, word processing, and other standard office equipment
- Maintaining confidentiality of student files and records
- Assisting new and continuing students in the college processes
- Preparing outreach materials and school presentations
- Engaging students and providing campus tours