

Palomar Ambassador Program

Outreach and Onboarding Services



Position: Palomar Ambassador

The Palomar Ambassadors serve as official representatives of Palomar College on and off campus, by providing presentations, workshops and tours to support the success of prospective students. The Palomar Ambassador program will provide leadership opportunities for students to develop professional skills, while serving their college and their community. These individuals seek to inspire prospective students, while promoting the college through community engagement, campus tours, school visits, college and career fairs, veteran activities, adult-education programs and special events. These highly motivated employees build professional relationships with prospective applicants and their families, members of the global community and various higher education colleagues.

Palomar Ambassadors are key personnel in running the Outreach Services department, performing a variety of scheduling and clerical duties, while balancing their activities throughout the community. Team members participate in call campaigns to follow up on prospective applicant leads, assist with development and implementation of prospective student events, lead and participate in continuous training procedures, and perform various duties to ensure the success of day to day operations of the Outreach Services department.

Department: Outreach and Onboarding Services

Palomar College launched an **Outreach Services** department in 2017 to serve our community and prospective student population. As of July 1, the department will expand to **Outreach and Onboarding Services**. Our department provides presentations about Palomar College, application workshops and campus tours to help varied audiences understand the degrees, services and opportunities that Palomar has to offer. In addition, we provide support to students who are applying, registering or preparing to attend Palomar. We work with prospective students of all backgrounds, and support students at any varied educational levels, from career changers to high school students, to re-entry and adult students. If they are ready to learn, we are ready to support them!

Time Commitments and Requirements

- Training will be included within work hours
- Open to student assistant application, short term hire application or work study application
- Work hours will be scheduled around your class schedule
- \$16.00 per hour; Options available from 5 to 25 hours per week
- Requires approximately 10 evenings and weekend days across a year for fairs or events
- Commitment to serve for at least one academic year preferred

Application Process

Submit the following by email to Deanna Shoop, Manager of Outreach and Onboarding Services, at dshoop@palomar.edu:

1. [Short-term and Student Application](#)
2. Cover letter explaining why you are interested in serving the college as a Palomar Ambassador and describing your experience in settings with individuals diverse in background, age and educational experience.

Hiring Procedures

Applications are accepted year-round, though it is best to be hired by the close of a semester, to ensure you will be present for training before the next semester begins. Palomar Ambassador selection will be through a formal application and interview process. Applications will be reviewed using the Palomar College hiring policies and procedures. Interviews will be offered to select applicants based on qualifications, experience and quality of application documents.

Palomar Ambassador

Duties, Responsibilities and Qualifications

Duties and Responsibilities *(Training provided)*

- Represent Palomar College in a professional, positive and polished manner, sharing personal college experiences as appropriate
- Conduct quality public speaking engagements and represent the college at college/career fairs, parent nights and other off campus recruitment events; Independently or with a team
- Maintain up-to-date knowledge regarding Palomar College, services, enrollment procedures and majors
- Maintain a high level of customer service through email, phone and in-person inquiries, to community members and prospective students of all ages, backgrounds and educational experience
- Collaborate and interact positively with Palomar College administration, faculty and staff, to meet the needs and inquiries of prospective students and their families
- Conduct campus tours and visits for individuals, families, schools or community groups
- Provide hands-on assistance with application, registration and enrolment procedures
- Assist with special events such as varied community events, veteran activities and fairs
- Build strong relationships with community organizations and local schools
- Conduct research and prepare reports to assist in maintaining a competitive outreach program
- Create social media, marketing and communications for prospective students (If applicable to applicant)
- Participate in call center activities with prospective students
- Support the day-to-day operations and training procedures of building a brand new department
- Perform general clerical office duties; phone/e-mail, maintaining departmental organization, preparation of mailings, etc.
- Attend and participate in training sessions and team meetings
- Other duties as assigned

Qualifications

- Passion for Palomar College and the opportunities it provides throughout the community
- Experience in communication and/or public speaking techniques
- Strong commitment to professionalism, quality work and high level customer service
- Ability to work in a diverse setting, to include age, ethnic background and educational experience
- Demonstrate a strong desire to help and assist others, working independently to problem solve
- Be reliable, flexible, and punctual; Possess strong interpersonal and organizational skills
- Must be willing to assist with event planning and other areas within Enrollment Services
- Strong communication skills; written and verbal
- Knowledge of Palomar College, enrollment procedures and student services *(Training provided)*
- Ability to work evening or weekend hours as necessary
- To participate in off campus activities, must have your own reliable transportation, current auto insurance and valid driver's license and be willing to travel in the Southern California region; Mileage is reimbursed.
- Interview will include a 3 - 5 minute mock presentation designed to recruit students to a program, organization or the college, based on the applicant's experience (No research required)

Positions within department are available through Student Employment, Short Term Hourly, Work Study Co-operative Education, Volunteer and Internship.

For More Information

www.palomar.edu/outreach/employment

Deanna K. Shoop, Manager, Outreach & Onboarding Services
(760) 744-1150, Ext. 3752

Palomar Ambassadors
(760) 744-1150, Ext. 3756