

# Palomar Promise Mentors



## Position: Palomar Promise Peer Mentors

Promise Peer Mentors are integral members of the Promise Program, serving as positive role models and resources as they help new, first-year Promise students integrate into the college community. Promise Peer Mentors help new students connect and succeed at Palomar College. They provide new students with information, encouragement and guidance as they navigate through the matriculation process and into their first year at Palomar College. Promise mentors also help students connect to the people and resources on campus. The goal of the Promise Peer Mentoring program is to develop leadership, provide mentorship, and promote student engagement while fostering educational success in higher education.

## Department: Palomar Promise Program

Palomar College launched the Palomar Promise Program in Fall 2017. The Palomar Promise is a comprehensive student success program designed to provide first-time college students with access to affordable higher education, increase college going and completion rates, and close achievement gaps. The program offers up to two years of course enrollment and related registration fees, textbook assistance, and access to specialized academic and career planning with related support services. Students must meet the eligibility requirements, apply to the program and be accepted to participate in the Palomar Promise program.

For more information about the Palomar Promise Program, visit: [www.palomar.edu/palomarpromise](http://www.palomar.edu/palomarpromise).

## Time Commitment and Requirements

- Work hours to be determined with manager
- \$16.00 per hour; Options available from 5 to 20 hours per week
- May require some evening or weekend days across a year for special events
- Commitment to serve for at least one academic year preferred

## Application Process

Submit the following by email to Debra Avila at [davila@palomar.edu](mailto:davila@palomar.edu)

1. Complete the Palomar Student Application
2. Include a resume and cover letter explaining why you are interested in serving as a Palomar Promise Peer Mentor. If applicable, indicate if you are a current or former Promise student. Describe your experience in settings with individuals diverse in background, age and educational experience.

## Hiring Procedures

Palomar Promise Peer Mentor 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.

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## Duties, Responsibilities and Qualifications

### **Duties and Responsibilities** (Training provided)

*Looking for a meaningful way to help new students make a smooth transition to college and serve as a resource for first and second year Promise students? The Palomar Promise program is seeking Promise Peer Mentors. As part of our team, you will assist in the following duties:*

- Support the Palomar Promise program by providing front desk office and program support including assistance with phone/e-mail, maintaining departmental organization, preparation of mailings, data entry, scheduling appointments, etc
- Provide information, guidance, support and mentorship to prospective and current Promise students
- Meet with Promise students individually and in group settings; help students find their way around campus; familiarize students with campus resources; and serve as a role model and advocate
- Assist staff with scheduling, planning and implementing student engagement activities/events/ Skillshops
- Conduct classroom, and on/off campus presentations promoting the Promise program. Assist with and represent the department and Palomar College at a variety of events on/off campus; independently or with a team
- Participate in phone campaigns
- Create social media, marketing and communication materials for prospective and current Promise students
- Provide hands-on assistance with the College and Promise application, registration and enrollment procedures
- Help students navigate MyPalomar, Canvas and other student tools
- Maintain up-to-date knowledge of Palomar College services, majors, student support programs and resources.
- Maintain a high level of customer service through email, phone and in-person inquiries
- Represent Palomar College in a professional, positive and welcoming manner, sharing personal college experiences as appropriate
- Collaborate and interact positively with Palomar College administration, faculty and staff, to meet the needs and inquiries of prospective and current students and their families
- 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
- Ability to work with public, peers, students, staff, and faculty of diverse backgrounds, to include age, ethnic background and educational experience
- Knowledge of Palomar College programs and services including enrollment procedures (Training provided)
- Strong commitment to professionalism, quality work and high-level customer service
- Strong written and verbal communication skills; experience with public speaking
- Fast learner, detail oriented and a self-starter
- Be reliable, flexible, and punctual; possess strong interpersonal and organizational skills
- Demonstrate a strong desire to help and assist others with a positive and helpful attitude, working independently to problem solve
- Experience with creating marketing materials and leveraging social media are highly desirable
- Working knowledge of Microsoft Word, Excel, Outlook, and Internet highly desirable
- Current or former Palomar Promise student preferred
- Bilingual preferred

Positions within department are available through Student Employment and Federal Work Study

### **For More Information**

Debra Avila, Manager, Palomar Promise & College Access Programs  
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davila@palomar.edu