

Palomar Peer Mentor Program

Counseling Services



Position: Palomar Peer Mentor

Palomar Peer Mentors are an integral part of Counseling Services, serving as role models and mentors to current Palomar students. Palomar Peer Mentors support Palomar students throughout their student journey by helping to connect them to campus resources and support. Palomar Peer Mentors support the Student Services Division with student access, success and retention initiatives and services to support Palomar students towards timely completion.

Department: Counseling Services

Counseling Services provides a variety of services including Education Planning, Transfer Counseling, Personal Counseling, Career Counseling and Program Specific Counseling. Counseling Services collaborates with other Student Services departments and Instruction to support student success and retention. This includes utilization of retention technology as well as development of new and existing programs and services to ensure students receive timely guidance and support.

Time Commitment and Requirements

- Training will be included within work hours
- Work hours will be scheduled around your class schedule
- Work hours to be determined with manager
- \$16.00 per hour; Options available from 5 to 20 hours per week
- Commitment to serve for at least one academic year preferred

Application Process

Submit the following by email to Dr. Nancy Browne, Manager of Student Success, at nbrowne@palomar.edu

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

Hiring Procedures

Palomar 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.

Palomar Peer Mentor

Duties, Responsibilities and Qualifications

Duties and Responsibilities *(Training provided)*

- Support Counseling Services with front desk office and program support including assistance with phone/e-mail, maintaining departmental organization, data entry, preparation of mailings, etc.
- Provide information, guidance, support and mentorship to Palomar students
- Meet with Palomar students individually and in group settings; help students find their way around campus; familiarize students with campus resources; serve as a role model and advocate
- Establish and maintain positive relationships with prospective and current Palomar students
- Represent Palomar College in a professional, positive and welcoming manner, sharing personal college experiences as appropriate
- As an official representative of Counseling Services, interact and collaborate professionally with
- Palomar College administration, faculty and staff
- Conduct classroom, and on/off-campus presentations promoting student access, success and retention resources/services; independently or with a team
- Assist with and represent the department and Palomar College at a variety of events, both on and off campus
- Assist staff with scheduling, planning and implementing student access, success and retention activities/ events on/off campus
- Participate in phone campaigns
- Provide hands-on assistance with appointment scheduling, application, registration and enrollment
- Help students navigate MyPalomar, Canvas, Starfish and other student retention tools
- Maintain up-to-date knowledge regarding Palomar College, services, majors and enrollment procedures
- Maintain a high level of customer service through email, phone and in-person inquiries to Palomar students, parents, and community members of all ages, backgrounds and educational experience
- Develop and distribute marketing materials including flyers, newsletters, and announcements
- Create social media, marketing and communications materials for Palomar students
- 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
- Bilingual preferred

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

For More Information

Dr. Nancy Browne, Manager, Student Success
(760) 744-1150, Ext. 3768