

2020-21
ADMISSIONS CENTER (Student Ambassador)
Peer Assistant Job Description

Administrative Supervisor: Chris Sweet
Site Lead: Ariane Rakich

Peer Assistant Position Description

PA's serving as student ambassadors will lead campus tours, prepare materials for off-campus recruitment activities, and communicate with prospective students via email, phone, live chat and mail. They will represent CCC at college and career fairs and high school visits, host special events, and staff college information booths. Student Ambassadors may also help staff the Admissions Center reception desk, helping new and prospective students navigate the admissions process.

Responsibilities

- Lead both individual and group campus tours
- Prepare materials for off-campus recruitment activities
- Communicate with prospective students, families and high school partners via email/phone/live chat/mail
- Represent CCC at college and career fairs and high school visits
- Group presentations and student/faculty panels
- Support mid-sized and large campus events (50-300+ attendees)
- Staff the Admissions Center reception desk; greet prospective students and other guests to the college; help with general questions and information
- Guide prospects through steps to getting started; topics may include:
 - Applying for Admission
 - myClackamas troubleshooting
 - Applying for Financial Aid and Scholarships
 - Determining Course Placement
 - Transfer processes
 - Assist students with connections to academic advising support
 - Connect with campus resources (esp. DRC, Veterans, etc.)
- Data entry (may include confidential information)
- Refer to professional Admissions Center staff when appropriate.

Learning Outcomes

- In-person communication skills
- Phone and email communication skills
- Problem-solving, autonomy, self-confidence and empowerment
- Organizational abilities
- Time management, importance of on-time attendance and meeting deadlines
- Accuracy, accountability and job familiarity
- Overall College awareness and orientation, special emphasis on getting started processes
- Operations of a professional department
- Appreciation of difference and diversity

Qualifications

- Excellent customer service skills; able to interact with many different people throughout the day
- Organized and dependable; high level of accuracy and attention to detail
- Strong verbal and written communication skills
- Works well in a team environment
- Proficiency with Microsoft Office programs
- Ability to think on one's feet and not get flustered
- Basic College awareness and eagerness/ability to learn