



GAVILAN COLLEGE

Welcome Center

Welcome Center—Peer Mentor

POSTING CLOSING DATE: Open Until Filled

Part-Time Student Worker Position

Not to exceed 20 hours a week (across all campus employment)

Ideal Candidate:

The ideal student will be able to work in a fast-paced environment and must have strong interpersonal, communication, and customer services skills. This position is responsible for helping Gavilan's diverse population of students apply, enroll, submit financial aid documents, make counseling appointments, and connect to categorical programs therefore attention to detail and a high level of responsibility is essential. Candidate must work well with students, staff, and faculty, as well as in a team environment or independently.

Minimum Qualifications:

- Be a current Gavilan College student registered in 6 units or more
- Have successfully completed at least one full semester in the past year
- Have a cumulative GPA of at least 2.5 (3.0 is preferred)
- Have taken or willing to take Psyc/Guid. 52—Peer Mentoring (1 Credit) or Guid 28.—Tutoring Techniques (1 Credit)
- Be in good academic standing and meet satisfactory academic progress (SAP)
- Have at least one year left before graduation
- Have successfully completed all new college student requirements:
 - Orientation and a Comprehensive Education Plan
- Bi-lingual Spanish requirement
 - assessment required by Human Resources to receive pay increase
- Background check clearance approved by Human Resources (§ 88022's source at ca.gov)

Distinguishing Characteristics:

- Flexible to work in different situations
- Ability to ask for help when needed
- Dependable and prompt
- Quick learner
- Exhibits a level of professionalism by wearing appropriate uniform
- Ability to work with diverse population
- Effective communication skills
- Ability to work one-on-one or in a group setting
- Ability to display a level of empathy in many different situations

Essential Duties: The following duties are typical of those performed by employees in this job title;

however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

- Help students become connected to the college community
- Greet students as they enter the lobby
- Assist students with applications for admissions, financial aid online applications and documents
- Help students create and navigate their MyGav and Self Service Banner accounts
- Help students make counseling appointments and sign in for walk-in appointments
- Help students add and drop classes online
- Help students make online payments and purchase parking passes
- Make referrals to campus support programs and services
- Data collection
- Provide one-on-one peer support through face-to-face, text, or email.
- Manage a caseload of new to college students
- Provide support to Outreach at special events, such as Cash for College and College Fairs
- Assist financial aid, admissions and records, and counseling with clerical support, as needed
- Answer telephone calls, check and respond to voice mail
- Manage lines for financial aid and admissions and records help windows

Knowledge of: (preferred)

- Gavilan College's programs and services
- Financial Aid forms and requirements
- Admissions requirements
- Gavilan College's webpage, MyGav, Self Service Banner, and My Degree Works portals
- Using the course schedule and catalog

Skill in:

- Webpage navigation
- Representing the college while working on and off campus
- Reading, interpreting, and applying regulations, policies, and procedures related to duties
- Tracking student interactions
- Establishing and maintaining effective working relationships with those contacted in the course of the work, sensitivity to and ability to work effectively with students with disabilities

Other Requirements:

Possess a valid California driver's license and have a satisfactory driving record **or** adequate transportation to and from campus.

Application Process:

To be considered for this opportunity, follow the instructions below.

1. Be prepared to upload a resume.
2. Apply [Now](#): Text 444657 to:1-415-851-3180 or scan QR Code

Contact Information:

Michele Castro.,
Student Services/ Welcome Center Specialist
mcastro@gavilan.edu



NON-DISCRIMINATION

Gavilan College is an equal opportunity/affirmative action/Title IX/Employer of Disabled, committed to hiring a diverse staff. All qualified individuals regardless of race, color, religion, sex, national origin, age, disability, military status, sexual orientation, or marital status are encouraged to apply. If you have a verifiable disability and require accommodation to complete an application please contact the Human Resources Office at (408)848-4753.