
Peer Mentor Program – Position Description Packet

The Office of Student Development & Transitional Programs (SDTP) is a learning centered office space which supports students and the campus community. Read our overall departmental mission:

The Office of Student Development & Transitional Programs exists to develop and support students in becoming engaged members and successful graduates of the CSUN community. Through purposeful co-curricular programming, advocacy, and advisement, the Office of Student Development & Transitional Programs familiarizes students with the campus and its resources, fosters social connections and campus pride, provides opportunities for involvement and leadership development, and cultivates students' passion to positively impact their communities.

Through active collaboration with our faculty, staff, and students, the Office of Student Development & Transitional Programs supports students in the completion of their educational and personal goals; promotes cultural awareness and understanding of individual differences; and inspires lifelong commitment to learning, service and California State University, Northridge.

The CSUN Office of Student Development & Transitional Programs: Connecting, Developing and Celebrating our Students!

POSITION DESCRIPTION

Under general to limited supervision, Peer Mentors for the Office of Student Development & Transitional Programs (SDTP) are responsible for the execution of the Peer Mentor Program activities for incoming first-year students. A detailed description of the CSUN Mentorship Program is available at the end of this packet.

Student staff will assist professional staff to support this program, as well as general office/departmental functions year-round.

SPECIFIC RESPONSIBILITIES

- Meet with assigned mentees
- Attend events sponsored and coordinated by the program and biweekly staff meetings
- Market the services and events offered through tabling and social media
- Document progress and attendance on mentees/mentee groups through evaluations/assessments provided.
- Encourage mentee success through articulation of university policies, reminders and deadlines
- Communicates regularly with mentees, peer mentor group and program coordinator
- Use critical thinking skills to address mentee concerns/questions
- Work with multiple information sources, data-tables, rosters, etc.
- Coordinate mailings and notifications to students and fellow student staff members
- Assists overall office customer service (phone, online, in-person)

SKILLS DESIRED

- Basic desktop publishing skills
- Familiarity with technology as it relates to Personal Computer (PC) and/or Apple computers and smart devices.

- Familiarity with Operating Systems for both Microsoft and Apple platforms including applications utilized for online research and the creation of documents, spreadsheets, publications, presentations, emails, etc.
- Good customer service
- General knowledge with utility and functionality of basic office equipment (copy, fax, phone)
- Openness to learn

MINIMUM QUALIFICATIONS:

General:

- Minimum cumulative GPA of 2.5 or higher
**maintained throughout entire time of service*
- Has completed a full academic year of coursework at the university
- Affiliation with a mentoring program situated within the university

Demonstrable knowledge of the following:

- Knowledge of group and individual mentoring processes
- Knowledge of Microsoft Office (incl. Word, Excel, PowerPoint, and Outlook or other email/calendaring platforms).

Demonstrable ability to do the following:

- Clearly express ideas and directions verbally and in writing
- Establish and maintain cooperative working relationships with students, student organizations, faculty, staff, administrators, and the general public.
- Interpret and apply University rules and regulations
- Recognize multicultural value systems and work accordingly
- Ability to lift 40 lbs. unassisted
- Proficient in the use of, (or ability to quickly learn) technological devices including computer applications (*incl. MS word, Excel, PowerPoint*), Projectors, Radio Head-sets and the like.
- Ability to work in a team environment.
- Ability to access and communicate well via email, telephone, and Matasync interfaces.

EXPECTATIONS

- Ability to work in a team environment
- Ability to communicate well via e-mail, telephone and Matasync
- Attend all staff meetings and training sessions
- Arrive on time (or in some cases early) to events;
- Be able to work in a multi-faceted and diverse environment;
- Be available for office hours (will vary depending on projects);
- Effective oral and written communication skills

GENERAL INFORMATION

Areas concerning eligibility, hours of work, the classification for student employees, and salary are in alignment with the University's Office of Human Resources (HR) and the '**Student Assistant / Work-Study Student Compensation Plan**'. More information can be accessed at any time online at:

<http://www.csun.edu/careers/student-assistant-compensation-plan>.

Classification: Student Assistant Level II

Jobs assigned to Level II receive general supervision; however, the job involves a broad variety of skilled tasks which may require previous experience, education, or specialized skills. Frequently, jobs at this level will include the responsibility or the application of independent judgment and decision making. Jobs at this level should be those which may require previous education or experience or those which work most independently with considerable authority for independent action.

Salary

At this time, Peer Mentors (or student assistant II per HR) are \$15.50 per hour. Per review of job performance (annually or semi-annually) Peer Mentor will be considered for salary increases.

Term of Employment:

This is a one-academic-year position with extensions upon successful evaluations.

- Position Starting Date: July 2023
- Position Ending Date: Late May 2023
(Dates depending on various factors including the start and conclusion of each semester)

Hours of Work:

Generally, Peer Mentors will work 10 hrs/week, during which time they are in classes, and 20 hours during times they are not in classes. Typically, that assumes:

- January – May (10 hrs/week)
- September – December (10 hrs/week)

Weekly in-office work schedules can be arranged between 8:00am – 5:00pm, Monday- Friday

- After-hours and weekend work will be required (5 hrs/week, between 6:00am –10:00pm, Sunday-Saturday—as scheduled between mentor and mentee)
- Applicant should be aware that time-off may be limited, except for recognized campus closures and holiday breaks
- Applicants will receive priority registration for subsequent semesters worked so as to enable them flexibility to attend mandatory office meetings, etc.

**Student assistant(s) may be hired to assist Program Coordinator with program logistics. Student assistant(s) will have the same classification level, but with elevated administrative responsibilities. Student assistant(s) will be eligible to work up to 20 hours a week, at the rate of \$15.50 an hour.

Per HR, the following information more fully explains the guidelines which must be adhered to as a student employee on campus:

1. Generally, students shall be given a 15-minute break during a 4-hour shift, and at least a 30-minute break for lunch during a 5 to 6-hour shift. The 15-minute break is paid time; the 30-minute lunch is unpaid time. The 15-minute break cannot be accumulated for lunch and cannot alter the normal work schedule.

2. The CSU policy restricts student assistant work time. In addition, the Internal Revenue Service guidelines for student assistants to remain exempt from social security and Medicare deductions, limits their normal working hours to 20 during the school year. An exception is allowed

*during winter inter-session, spring break, and summer session, or if the hours exceed 20 for a short period of time and infrequently. The CSU policy states that it is permissible for student assistants to work up to 30 hours in a week when enrolled in classes, only under **emergency or other unusual situations**. Exceptions to this policy require approval of the Financial Manager (MPP Administrator) in each department or College. While the exception may be granted on an emergency basis, frequent use of the exception will result in Human Resources review and contact with the department and/or college.*

Peer Mentor Program Description

The mission of the CSUN Mentorship Program is to promote the success, persistence, and motivation of new students throughout the year. This program is designed specifically to retain students who are at risk of not persisting through personal support and peer mentorship efforts. A variety of workshops, social gatherings, and university sponsored events will be highlighted for students to embrace the academic, social, and cultural environments of the university. The CSUN Mentorship Program will help first year students become more acclimated to student life while raising awareness on the educational expectations of the university, in an effort to encourage academic persistence.

The CSUN Mentorship Program is housed in the Office of Student Development & Transitional Programs, and coordinates with other departments in order to better serve CSUN students. Mentors will be students of sophomore, junior or senior class level who have been trained to support first-year participants (mentees). Individual and group meetings between mentor and mentee will be implemented to promote success and support and to ensure that personal goals are being created, implemented and met by mentees.