**Jacks Online Peer Mentoring Graduate Assistant**

**Overview**

This position will work closely with the Jacks Online Coordinator and Director of Transfer and Online Connections (TOC) to manage a peer mentor program that is designed to support online students with their transition to online learning at NAU and their retention at the university. Our work in TOC is collaborative and student-centered with the goals of connecting students to resources and support services, preparing them for academic success, and creating a sense of community.

**Job Duties**

Supervision

* Recruit, hire, and train approximately 15 online peer mentors
* Assist with the facilitation of peer mentor trainings, weekly staff meetings, and professional development opportunities
* Co-supervise mentors, including observing mentee meetings, providing timely and immediate feedback, developing positive working relationships and community, and contributing to annual performance evaluations; the mentor team will work remotely
* Conduct weekly 1:1 meetings with mentors
* Review and approve payroll each week between Sunday evening and Monday by 8am; review mentors’ weekly reports and respond appropriately and timely to issues and concerns

Program Support

* Lead projects in support of the program, while also identifying opportunities for senior mentors and mentors to contribute
* Be accountable for timelines and deadlines set for mentors and meet personal deadlines provided by the Coordinator and Director
* Be creative and forthcoming with new ideas on how to improve the program
* Collaborate with partners at the university to promote services to online students
* Effectively manage a program email account in partnership with the Coordinator
* Assist with marketing, social media, and outreach efforts
* Mentor a caseload of students, as needed

Data and Reporting

* Monitor mentors’ data entry and record keeping and generate reports
* Assist with the evaluation of program services through assessments and surveys
* Support the assignment of mentees to mentors, as well as the tracking of outreach efforts
* Other duties as assigned

**Reports to**

The Jacks Online Graduate Assistant will report to the Jacks Online Coordinator.

**Minimum Qualifications**

* Bachelor's degree, and enrolled in an online or statewide graduate program at NAU
* Arizona resident
* Ability to work effectively from home
* Reliable access to computer, phone, and internet
* Ability to attend and facilitate weekly staff meetings on Tuesday evenings

**Preferred Qualifications**

* Experience in building collaborative relationships and supervising and training others
* Strong verbal and written communication skills
* Strong organizational skills and attention to detail
* Ability to work well independently and as part of a remote team
* Ability to take initiative on projects and see them to fruition under minimal supervision
* Flexibility and adaptability
* Ability to thrive in a fast-paced, dynamic environment
* Experience working with diverse individuals; ability to create an inclusive work environment and inclusive services
* Computer competency, including Microsoft Office Suite and database experience
* Priority will be given to individuals who can work for two full academic years
* Flexible availability – willing and able to adjust schedule to meet with mentors 1:1 during daytime and evening hours (and possibly weekends) and to participate in weekly Tuesday evening staff meetings

**Salary**

* $14,000 Stipend
* Full Tuition Benefits
  + Online students will receive tuition benefits for up to 9 units max for fall and spring terms
* The possibility of supplemental pay during break periods
* Health Insurance

**Training**

The Graduate Assistantship begins prior to both the fall and spring semesters with program training and orientation. Contingent on the budget, the GA will be expected to start in June at an hourly wage to support summer training of mentors (an earlier start date may be possible). The GA must be available to work 20 hours per week during the academic year and will be required to work some evenings and weekends.

Interested candidates should send a cover letter, resume, and the contact information for three references (name, email and phone number) to the Jacks Online program at [JacksOnline@nau.edu](mailto:JacksOnline@nau.edu) by February 1.