**Jacks Online Peer Mentoring Graduate Assistant (2021 – 2022)**

**Overview**

This position will work closely with the Jacks Online Coordinator and Director of Transfer and Online Connections (TOC) 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 goal of connecting students to resources and support and preparing them for success, while creating a sense of community.

**Job Duties**

Supervision

* Recruit, hire, train, and evaluate approximately 10-14 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, as well as supporting mentors with professional development opportunities within the program
* Conduct weekly 1:1 meetings with mentors (approximately 4 hours per week total)
* 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

* Develop student resources, take the initiative in creating materials for mentors to distribute to mentees, and collaborate with colleagues at the university
* Lead projects in support of the program, finding opportunities for senior mentors and mentors to contribute
* Be accountable for timelines and deadlines set for mentors; meet deadlines provided by the Coordinator and Director
* Be creative and forthcoming with new ideas on how to improve the program
* Effectively manage an email mailbox for the program in partnership with the Coordinator
* Assist in developing, facilitating, and evaluating the effectiveness of events and activities for online students
* 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 program 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 graduate program at NAU
* Arizona resident
* Ability to work effectively from home
* Reliable access to computer, phone, and internet

**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 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 to participate in Tuesday evening staff meetings

**Salary**

* $14,000 Stipend
* Full Tuition Benefits
* 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 three references to the Jacks Online Coordinator Rebecca Trujillo at [Rebecca.Trujillo@nau.edu](mailto:Rebecca.Trujillo@nau.edu) by February 1.