

## Jacks Online Peer Mentoring Graduate Assistant

### Overview

Transfer and Online Connections (TOC) works to create a culture where transfer and online students are valued and thrive. 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 through our interactions, events, and spaces.

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. The Jacks Online Graduate Assistant supports the administration of the Jacks Online Peer Mentoring Program by actively communicating with team members, advocating for mentor/mentee needs, and supporting mentor development through relationship-building, data/assessment, and team trainings/meetings. The Graduate Assistant position offers a chance to develop professional competencies, while engaging in graduate studies, offering a unique opportunity to apply theory-to-practice throughout their academic and professional work.

### Job Duties

#### Supervision

- Recruit, hire, and train approximately 15 online peer mentors
- Assist with the facilitation of peer mentor trainings, weekly staff meetings, professional development opportunities, and online events for students/mentees
- 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 works 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 a graduate program at NAU
- Must work in the state of AZ
- Ability to work effectively from home
- Reliable access to computer, phone, and internet
- Ability to attend and facilitate weekly staff meetings on a weekday evening

### **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
- 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 evening staff meetings
- Priority will be given to individuals who can work for two full academic years and have experience with online education (online graduate degree and/or online bachelor degree)

### **Terms of Employment**

#### Enrollment

Employment is contingent upon admission to the NAU Graduate College AND acceptance into a graduate program at NAU. According to the Graduate College, “To be awarded a graduate assistantship, students must be full-time, graduate degree-seeking students, with a GPA of 3.0 or higher. Students that are conditionally admitted to a graduate program due to a GPA below 3.0 upon admission are not eligible to receive a graduate assistantship.” Please review the [Graduate Assistantships & Tuition Waivers](#) webpage for more information.

The Graduate Assistant must remain in good academic standing with NAU during employment, which includes the following: 1) maintaining a minimum semester and cumulative GPA of 3.00, 2) no grades of C or below, and 3) completion of a minimum of nine (9) credit hours in both Fall and Spring semesters which apply towards graduation.

#### Period of Employment

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

Graduate Assistants are off-contract during specific dates for university closure, such as Labor Day, Veterans Day, Thanksgiving Break, Winter Break, Snow Days, and Spring Break. All Graduate Assistants are hired under a provisional contract that carries a probationary period of one semester during which employment status will be reviewed. It is encouraged that Graduate Assistant candidates view the assistantship as a two-year commitment.

#### Work Hours and Remote Workplace

This position is part-time, approximately 20 hours/week, with regular evening commitments and occasional weekend commitments. Please note that there will be peak times throughout the year when work hours may exceed 20

hours/week. Graduate Assistants may not accept other on-campus employment during the contracted period. Off-campus employment may be considered with prior discussion with the supervisor.

This GA position is capable of being completely remote or hybrid (our office is on the Flagstaff Mountain campus); the supervisor and GA will discuss their individual situation and workplace preferences.

### Remuneration

- \$16,000 Stipend throughout the academic year
- Full Tuition Benefits
  - NAU tuition waivers are scholarships which pay for all or part of a student's tuition. For online students, tuition waivers pay for up to 9 credits per semester.
  - Please note that student fees and parking permits are not included. Graduate College Information regarding tuition waivers and assistantships can be found at:  
<https://nau.edu/graduatecollege/graduate-assistantships-tuition-waivers/>
- The possibility of supplemental hourly pay during break periods (summer, winter)
- Student Health Insurance

*All employment offers are contingent upon a criminal background investigation, employment history verification, and a fingerprint check.*

### How to Apply

Interested candidates should submit a cover letter, resume, and the contact information for three references to [Taylor.Swenson@nau.edu](mailto:Taylor.Swenson@nau.edu) with subject: **JO GA App 24-25**. Incomplete applications will not be given consideration. (See information for complete applications below.) The preferred deadline for this application is **February 1<sup>st</sup>, 2024**.

If you have any questions regarding the position or need further information, please contact:

**Taylor Swenson (she/her)**

**Jacks Online Coordinator**

**Transfer and Online Connections**

**(928)523-1802 | [taylor.swenson@nau.edu](mailto:taylor.swenson@nau.edu)**

### Complete Application Includes:

- Cover Letter, including the following:
  - Introduction including your background and undergraduate/previous work experience
  - Answer the following questions/statements:
    - What qualities and/or traits will make you successful in this position?
    - Describe in detail your experience with online education and/or working with online college students.
    - What are some strengths you feel confident in working with online students? What are some areas you would like to gain more skills in?
    - How would this assistantship benefit your graduate experience and advance your professional career?
  - Resume including:
    - Education
    - Relevant work, coursework, presentations, and/or volunteer experience
  - Three References (i.e. Supervisor, Manager, Boss, Faculty, Teacher)
    - References Names, Relation to Applicant, and Basic Contact Information (email/phone)

### Equal Employment Opportunity

Northern Arizona University is a committed Equal Opportunity/Affirmative Action Institution. Women, minorities, veterans, and individuals with disabilities are encouraged to apply. NAU is responsive to the needs of dual career couples. EEO Law Poster NAU is an Employer of National Service. AmeriCorps, Peace Corps, and other National Service alumni are encouraged to apply.