**Career Peer Mentor Expectations & Responsibilities**

Below are the expectations and responsibilities that Career Peer Mentors will be held accountable for by their supervisor(s). Failure to uphold these expectations and responsibilities could result in write-ups, probation, or being fired. To be held accountable, please refer to the write-up policy that is in place and action will be taken if expectations and responsibilities are not met.

**Expectations:**

Career Peer Mentors have roles that have a great impact due to meeting the needs of both first-time, returning, and potential students. This is what is expected of a Career Peer Mentor to better serve SLCC’s vast and diverse community.

1. **Prepared:**CareerPeer mentors need to provide customer services to new/returning students and demonstrate consistent dependable, trustworthy, acceptancy, honest, and respectful behaviors.
2. **Ethical:** You are the face of Career Services and therefore are expected to consistently act in ways that are ethical to earn the respect and trust of their mentees and supporting community.
3. **Committed:** Career Peer mentors are steadfast in their commitment to the policies and procedures of the college and their position.
4. **Knowledgeable:** As Career peer mentors, you should actively seek knowledge, skills, and ideas to better serve the students you work with as well as the department you are in.
5. **Inclusive:** Career peer mentors must understand the value of a diverse student population and communicate with inclusive language
6. **Confidential:** Career peer mentors are expected to act in the best interest of the college and ensure confidentiality; taking care to protect against inadvertent disclosure.
7. **Mature:**Career peer mentors are expected to refrain from profanity and criticism of school faculty or staff, inappropriate physical contact, and violations of law or school codes of conduct.
8. **Available:** Career peer mentors who don’t have a student in front of them still need to remain present and available and think of how they can reach out to students and engage in different capacities.
9. **Proactive:** If you do not have a task, ask your supervisors if there is anything you could be doing. Also, seek out students and opportunities to support career services, especially at the beginning of the year. Students are less likely to seek a peer mentor out initially, so do not wait for them to come to you.
10. **Workplace Appropriate Behavior:** Career peer mentors should act professionally while on the job. This means showing up to work on time (no more than 10 minutes late 3 times a semester), being dressed appropriately (clean, welcoming, and with no offensive content), and incorporating a level of high customer service.
11. **Be on Time:**Being on time is important and expected, being late is unacceptable and has consequences such as a write-up or being let go.
12. **Positivity:** While we know not everyone is going to be in a positive mood every day because we know life happens, we highly encourage you to try your best to come in with a positive mindset. If you are struggling with something, do not hesitate to let your supervisors know so we can support you as best as we can.
13. **Be Communicative:**If you cannot cover your shift, it is your responsibility to ask your peers to cover it for you and let your supervisors know. This should be done 48 hours in advance. If you are going to be late, you must let your supervisor know via email/text/teams. Let your supervisor know if there are issues affecting your ability to perform your job.

**Responsibilities:**

Career peer mentors will…

* Meet with students in our Career Studio 1:1 or in a group setting to provide guidance on resumes, cover letters, job search and tips, mock interviews, and general resources
* Greet people as they come into the office, on the phone, or in an email with a positive friendly tone, answer questions, provide information, and perform front desk responsibilities
* Work on assigned projects such as case management, marketing, tabling, presentations, etc.
* Willing to provide input, and creative ideas along with problem-solving in the development of Career Services processes, projects, and events to support students
* An understanding/willingness to learn about inclusivity and diversity and work with a diverse population
* Demonstrated professional behaviors through being organized, managing time, completing training and tasks, and being willing to ask questions to learn and grow
* Exhibit interpersonal communication, and human relations such as being patient, friendly, and a team player along with verbal and written communication
* Creative, innovative, motivational, and collaborative, and willing to improve yourself and others
* Safeguard highly sensitive and confidential information
* Strong working knowledge of Microsoft Word, Excel, Teams, and PowerPoint and willing to learn additional software and work on growing and improving
* Keep the Career Studio clean, organized, and welcoming for the campus community
* Follow up and have continuous contact with students with Quick Help
* Follow up with Supervisor communication promptly from tasks, timesheets, questions, etc.

I adhere to these expectations and responsibilities.

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Career Peer Mentor Signature Date

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Supervisor Signature Date