

# Palomar Ambassador Program



## Position: Palomar Ambassador

The Palomar Ambassadors serve as official representatives of Palomar College on and off campus, by providing presentations, workshops and tours to support the success of prospective students. The Palomar Ambassador program will provide leadership opportunities for students to develop professional skills, while serving their college and their community. These individuals seek to inspire prospective students, while promoting the college through community engagement, campus tours, school visits, college and career fairs, veteran activities, adult-education programs and special events. These highly motivated employees build professional relationships with prospective applicants and their families, members of the global community and various higher education colleagues.

Palomar Ambassadors are key personnel in running the Outreach Services department, performing a variety of scheduling and clerical duties, while balancing their activities throughout the community. Team members participate in call campaigns to follow up on prospective applicant leads, assist with development and implementation of prospective student events, lead and participate in continuous training procedures, and perform various duties to ensure the success of day to day operations of the Outreach Services department.

## Department: Outreach Services

Palomar College is currently building an Outreach Services department to serve our community and prospective student population. Our department provides presentations, workshops and tours to help varied audiences understand the degrees, services and opportunities that Palomar has to offer. We work with prospective students at varied educational levels, from career changers to high school students, to re-entry and adult students. If they are ready to learn, we are ready to support them!

## Time Commitments and Requirements

- Training will be included within work hours
- Open to student assistant application, short term hire application or work study application
- Work hours will be scheduled around your class schedule
- Options available from 5 to 20 hours per week
- Requires approximately 10 evenings and weekend days across a year for fairs or events
- Commitment to serve for at least one academic year preferred
- \$16.00 per hour

## Application Process

Submit the following by email to Deanna Shoop, Manager of Outreach Services, at [dshoop@palomar.edu](mailto:dshoop@palomar.edu):

1. [Short-term and Student Application](#)
2. Cover letter explaining why you are interested in serving the college as a Palomar Ambassador and describing your experience in settings with individuals diverse in background, age and educational experience.

## Hiring Procedures

Application Deadline: Open

Palomar Ambassador selection will be through a formal application and interview process. Applications will be reviewed using the Palomar College hiring policies and procedures. Interviews will be offered to select applicants based on qualifications, experience and quality of application documents.

# Palomar Ambassador

## Duties, Responsibilities and Qualifications

### **Duties and Responsibilities** *(Training provided)*

- Represent Palomar College in a professional, positive and polished manner, sharing personal college experiences as appropriate
- Maintain a high level of customer service through email, phone and in-person inquiries, to community members and prospective students of all ages, backgrounds and educational experience
- Collaborate and interact positively with Palomar College administration, faculty and staff, to meet the needs and inquiries of prospective students and their families
- Maintain up-to-date knowledge regarding the college, and its services and programs
- Conduct quality public speaking engagements and represent the college at college/career fairs, parent nights and other off campus recruitment events
- Conduct campus tours and visits for individuals, families or groups
- Assist with special events such as varied community events, veteran activities, fairs and commencement
- Build strong relationships with community organizations and local schools
- Conduct research and prepare reports to assist in maintaining a competitive outreach program
- Participate in call center activities with prospective students
- Support the day-to-day operations of building a brand new Outreach Services department
- Perform general clerical office duties; phone/e-mail, maintaining departmental organization, preparation of mailings, etc.
- Attend and participate in all training sessions and team meetings
- Other duties as assigned

### **Qualifications**

- Passion for Palomar College and the opportunities it provides throughout the community
- Experience in communication and/or public speaking techniques
- Strong commitment to professionalism, quality work and high level customer service
- Ability to work in a diverse setting, to include age, ethnic background and educational experience
- Demonstrate a strong desire to help and assist others, working independently to problem solve
- Be reliable, flexible, and punctual; Possess strong interpersonal and organizational skills
- Must be willing to assist with event planning and other areas within Enrollment Services
- Strong communication skills; written and verbal
- Knowledge of Palomar College, enrollment procedures and student services *(Training provided)*
- Ability to work evening or weekend hours as necessary
- To participate in off campus activities, must have your own reliable transportation, current auto insurance and valid driver's license and be willing to travel in the Southern California region; Mileage is reimbursed.
- Interview will include a 3 - 5 minute mock presentation designed to recruit students to a program, organization or the college, based on the applicant's experience (No research required)

### **For More Information**

Deanna K. Shoop, Manager, Outreach Services  
(760) 744-1150, Ext. 3752

Palomar Ambassadors  
(760) 744-1150, Ext. 3756