California State University SAN MARCOS

POSITION DESCRIPTION

Department: Office of Academic Advising
Position Title: Peer Advisor
Time Base: Maximum 20 hours/week
Employment Term: Year-Round

Position Reports to: Director, OAA
Supervisor: Peer Advisor Coordinator
Exempt or Non-Exempt: Non-Exempt (hourly)
Hourly Rate: $16.90-$17.90

Purpose of Position:
The Peer Advisor serves as a student leader within the Office of Academic Advising, supporting student success through peer-to-peer guidance, education, and resource connection. Peer Advisors help fellow Cougars navigate academic planning tools, university processes, and campus resources while creating a welcoming, inclusive, and supportive environment. Through these interactions, Peer Advisors empower students to build confidence, make informed decisions, and successfully navigate their academic journey.

Responsibilities include, but are not limited to:

Student Support & Advising Services

- Serve as a first point of contact for students seeking assistance from the Office of Academic Advising.
- Provide support to students in person, virtually, by phone, and through email to answer questions and assist with advising-related needs.
- Assess student needs and determine appropriate next steps, including providing information, resource referrals, direct assistance, or referrals to Academic Advisors and campus partners.
- Assist students with navigating university processes related to enrollment, registration, scheduling appointments, academic planning, and student success.
- Support students in understanding university policies, procedures, deadlines, and available resources.
- Help create a welcoming, supportive, and inclusive environment where students feel comfortable seeking assistance.

Academic Planning Tools & Student Education

- Teach students how to effectively use CSUSM academic planning tools, including the Academic Requirements Report (ARR), Degree Planner, and Schedule Assistant.
- Guide students in utilizing self-service tools to better understand degree requirements and plan future coursework.
- Empower students to become informed and independent users of university systems, academic planning tools, and campus resources.
- Promote the Degree, Set, Go academic planning framework and other student success initiatives.

Outreach, Presentations, & Student Engagement

- Represent the Office of Academic Advising at workshops, presentations, campus events, and outreach programs.
- Assist with New Student Orientation, enrollment support initiatives, and enrollment workshops.
- Deliver presentations and facilitate discussions with students in both small-group and large-group settings.
- Develop and participate in outreach efforts designed to increase awareness of advising services, academic resources, and student success programs.
- Serve as a positive role model and ambassador for the CSUSM community.

Professional Development & Team Collaboration

- Attend weekly team meetings, training, and professional development opportunities.
- Maintain confidentiality and uphold FERPA requirements and professional standards.
- Collaborate with advising staff and peers to support student success initiatives, departmental projects, events, and outreach efforts.

Qualifications:

- Current CSUSM undergraduate student.
- Enrolled in at least 6 units during the Fall and Spring semesters.
- Minimum GPA of 2.70.
- Demonstrated ability to communicate effectively, build relationships, and provide student-centered support.
- Demonstrated ability to work effectively with diverse student populations.

Preferred Qualifications:

- Completed at least 12 units
- Experience using CSUSM academic planning tools, including the Academic Requirements Report (ARR), Degree Planner, and Schedule Assistant.
- Experience supporting, mentoring, educating, or leading others through employment, volunteer work, student organizations, or campus involvement.
- Experience presenting information, facilitating discussions, or leading group activities.
- Familiarity with CSUSM policies, resources, and student support services.
- Proficiency with Microsoft Office applications (Outlook, Teams, Word, Excel, and PowerPoint) and CSUSM scheduling systems.
- Interest in student success, peer leadership, higher education, advising, counseling, education, or related helping professions.

Knowledge, Skills & Abilities

Successful candidates should demonstrate:

- Strong interpersonal, communication, and active listening skills.
- Ability to explain complex information clearly and accurately to diverse audiences.
- Ability to exercise sound judgment and know when referrals are appropriate.
- Ability to work both independently and collaboratively in a team environment.
- Commitment to providing inclusive, student-centered support.
- Ability to manage multiple priorities in a fast-paced environment.
- Willingness to learn university policies, procedures, and advising practices.

Requirements & Expectations:

- Commit to serving as a Peer Advisor for at least **one year**, including summer.
- Provide a minimum of 20 hours of availability each week and work scheduled shifts during operating hours (Monday-Friday between 8-5 p.m.).
- Attend required team meetings, trainings, and professional development activities.
- Maintain a high level of professionalism, accountability, and reliability.
- Uphold FERPA requirements and maintain confidentiality in all interactions.
- Commit to creating a welcoming, inclusive, and student-centered environment.
- Serve as a positive representative of the Office of Academic Advising and CSUSM.
- Demonstrate initiative, engagement, and a willingness to continuously learn and grow in the role.

Learning Outcomes

As a Peer Advisor, you will have the opportunity to develop:

- Develop leadership and teamwork skills.
- Strengthen verbal and written communication abilities.
- Gain experience facilitating presentations, workshops, and outreach initiatives.
- Build customer service, problem-solving, and critical-thinking skills.
- Develop confidence in navigating and explaining university policies, processes, and resources.
- Enhance their ability to work with and support diverse student populations.
- Gain experience working in a professional higher education environment.
- Build meaningful professional connections with faculty, staff, and campus partners while expanding their professional network.
- Develop transferable skills and professional relationships that may support future employment, internships, graduate school applications, and professional references.
- Build transferable skills that support future career and graduate school opportunities.