

Transportation Systems
Peer Assistant Position Description

Administrative Supervisor: Phillip King

Site Lead: Luke Norman

Peer Assistant Position Description

Invite CCC students, staff, and faculty to learn more about transportation options, respond to questions about transportation to, from, and between CCC campuses (Oregon City, Harmony, & Wilsonville), assemble and deliver information to students and departments, and identify other opportunities for outreach and partnership.

Responsibilities

- Set up and staff tabling/sign up events at CCC campuses
- Represent CCC in a positive, responsible, and professional way
- Assist with event planning and implementation including developing event ideas, gathering supplies, promoting events via social media and emails, staffing events and helping clean up
- Coordinate with partners on planning events
- Help students, staff, and faculty access information and resources to try new travel options
- Help CCC students understand travel choices impact on finances, environment, health
- Answer travel related questions, including carpooling, the CCC shuttle, TriMet bus system, and bicycling options
- Maintain good customer service communications in person and via e-mail
- Develop and maintain interested student e-mail list
- Advise Transportation Systems Analyst on effective marketing strategies, communication tone, style, language, etc. to communicate with students
- Develop and deliver information packets on new transportation options to students and departments
- Develop and deliver carpool pool incentives to participating students
- Assist with evaluation data gathering as needed
- Data entry and management of spreadsheets to confirm who has received transportation materials
- Data entry and management of online database to determine, which students are eligible for carpool incentives and track delivery of incentives
- Act as the liaison with the associated student government to ensure transportation outreach and events are in compliance with CCC and ASG policies
- Advise on overall campaign to increase effectiveness for communication with students

Learning Outcomes

- Marketing, outreach, and event planning
- Customer service and professional communication skills
- Coordination with internal departments and external partners
- Database management
- Program development and evaluation
- Creative thinking and problem-solving
- Financial spreadsheets, receipts, and reimbursement

Qualifications specific to this position

- Comfortable speaking with the public, has a friendly personality
- Can communicate effectively with all types of people

- Able to lift up to 35 pounds
- Proficient with Microsoft Office applications and basic data entry and email
- Works well in a team, and fosters team spirit
- Enthusiasm about transportation options and helping members of the public
- A general interest in promoting biking, walking, transit, and carpooling
- Prompt, punctual, and reliable
- Detail oriented
- Preferred familiarity with and personal experience using transportation options to and around the CCC campuses
- Preferred experience working with a diversity of community members, including communities of color and non-native English speakers.
- Preferred experience teaching and/or conducting public outreach