



Campus Compact of Oregon Connect2Complete AmeriCorps Member Position Description

Position Title: Multicultural Retention Services Support Specialist
Host Site: Portland State University
Department: Global Diversity & Inclusion, Multicultural Retention Services
Term of Service: September 2022-July 30, 2023 (~40 hrs per week), 1700 total hours of service
Location: Portland, OR

Summary of Position: Portland State University's Global Diversity and Inclusion is the central division at PSU that leads and facilitates the continuous quest for Inclusive Excellence. We structure our ongoing diversity, equity, and inclusion journey through four pillars: student support and programs, equity and compliance, diversity advocacy, and diversity education and learning. The C2C AmeriCorps Member will report to the Director of Multicultural Retention Services (MRS) and provide assistance to the MRS staff on a variety of program activities. The C2C AmeriCorps Member will assist in providing services via direct student contact through outreach, referrals to appropriate services, coordination of events/workshops and other support activities related to the retention and academic success of students.

Major Responsibilities and Related Tasks

- Assist with administrative aspects of various programs in the Multicultural Retention Services Office
- Provide referrals to holistic and academic advising, counseling, and other support activities related to the retention and academic success of students
- Assist with the Diversity Scholarship Programs: follow up with students as needed to connect with appropriate services and ensure students are meeting program requirements; serve as a resource for the Diversity Scholarship Students to actively seek out service learning opportunities as required by the Scholarship
- Develop events and programs that foster a sense of belonging, retention, success, and persistence of historically underrepresented students at PSU
- Assist with outreach activities on-campus to visiting middle school, high school and transfer students.;
- Assist and engage with assessment activities of overall departmental programs as appropriate
- Assists with marketing efforts to connect and engage prospective and continuing students with appropriate departmental services and programs. Assist with development of brochures, fliers, powerpoint presentations and other publications
- Participate in GDI division meetings and other professional activities as appropriate
- Other duties as assigned

Campus Compact of Oregon AmeriCorps Responsibilities

- Attend all Campus Compact of Oregon trainings and events for Connect2Complete AmeriCorps Members



- Complete all Campus Compact of Oregon required progress reports, timesheets and other paperwork

Required Qualifications:

- 18 years and older
- Must have at least an Associates Degree or equivalent credits
- A U.S. citizen, U.S. national, or lawful permanent resident
- Ability to pass a criminal history background check
- Demonstrate a commitment to or willingness to explore issues of racial justice and equity
- Requires high level of multicultural competency and sensitivity, including documented experience working with populations that are multi-ethnic and from diverse socioeconomic backgrounds;
- Strong professional customer service skills;
- Strong interpersonal communication skills;
- Excellent computer skills, including database use;
- Demonstrated organizational, multi-tasking skills and abilities, with the proven ability to work independently as well as with direction

Preferred Qualifications:

- Experience working with college students in an enrollment and student services capacity as an adviser, counselor, or similar position
- Experience organizing and planning programs, workshops and/ or teaching.
- Knowledge of PSU and the Portland metropolitan communities
- Experience working with mentor programs that serve first-generation, low-income, diverse & multicultural students

Connect2Complete AmeriCorps Member Benefits:

- A total pre-tax living stipend of ~\$16,500 (disbursed twice monthly in even payments throughout service)
- A taxed education award of ~\$6,495 pending successful completion of service
- Loan forbearance and interest accrual payment on qualified student loans
- Childcare (if eligible)
- Access to extensive network of AmeriCorps Alums
- Ongoing training and professional development opportunities

Site Specific Benefits:

- Access to \$150 professional development fund
- Mileage reimbursement for service-related travel