

# Santa Barbara City College



## Enrollment Services *College Representative Program*



## **What is a College Representative?**

A College Rep is an enrolled student that serves as an official representative of Santa Barbara City College (SBCC) for prospective students, parents, teachers and community organizations. College Reps actively promote student support services, participate in campus events, interact with potential students, visitors, staff and community leaders.

## **Who are College Representative?**

- SBCC students who are friendly, enthusiastic and visible leaders.
- Students who want to create a sense of community among students, faculty, staff and visitors at SBCC.
- Campus tour guides for prospective students, parents, community members and organizations.
- Students who share first-hand information about SBCC.
- A friendly face that can provide accurate and useful information to help ease new students into life at SBCC.
- Students who represent SBCC at on and off campus events.
- Assist with direct mail and phone outreach campaigns.
- Serve as an information contact for the Welcome Center.

## **What are the requirements of being a Representative?**

- Must be enrolled in a minimum of 9 units at SBCC.
- Must maintain a cumulative G.P.A. of 2.5 at SBCC.
- Must be able to attend weekly meetings and actively participate.
- Be able to communicate effectively and intelligently both verbally and in writing.

## **Benefits of Being a College Rep**

*Gain Leadership Skills* - College Reps will develop leadership skills through training, conducting campus tours and completing various departmental projects. College Reps will serve as role models for the student community by helping prospective students navigate through the enrollment process.

*Enhance Communication Skills* – Each College Rep will receive training on how to give campus tours and presentations as well as tips for good customer service.

*Greater Knowledge of College Policies* – College Reps gain extensive knowledge about the way SBCC works behind the scenes. In addition to mastering the information of many academic and student service programs, they also have the “inside track” of what’s new on campus. Students in this role are able to establish valuable relationships with various departments and take advantage of this great networking opportunity. Our representatives are not only the most informed students on campus but are also considered by many to be the most respected student workers on campus. Because of this, our representatives are carefully screened and questioned before being hired.

### **Job- Related Activity Requirements**

#### *On-Campus Events*

College Reps assist with various outreach events year-round which include but are not limited to: New Student/Parent Orientations (Vaquero Welcome and Convocation), High School Counselor Breakfast, Fall College Fair at Earl Warren Showgrounds, Welcome Tables at events, and other high-energy student events.

#### *Information/Welcome Center*

The College Reps operate the college’s main information phone line as well as respond to information emails. Because of this, students applying for this position should be properly articulate, and possess proper grammar and writing skills. Office projects include but are not limited to: mailing out program information, typing, filing and duplicating materials, and distributing materials as directed. College Reps staffing the Welcome Center are responsible for greeting and directing visitors in a professional manner; responding to inquiries and providing a variety of general information to personnel concerning program or function services, activities, policies and procedures.

### **Attire**

Student workers will come dressed in their department issued red Orientation polos, as well as closed-toe shoes and jeans or khaki pants. Under no circumstances are sandals, shorts, ripped/ hole-filled jeans, or dirty clothes tolerated. If you show up unprepared for your shift, you may be asked to leave for the day and issued a formal warning.

### **General Work Week**

The position is flexible with student schedules, but preference in planning hours are given to those students who have the availability needed by the department. Blocks of free time, especially in the mornings, are highly desirable. The average workweek is a flexible 10-13 hours per week, with more hours available, (though not guaranteed) as needed by the department or determined with individual Reps. Hourly rates may range from \$9.50 - \$13.50 depending on experience. Friday’s are mandatory due to the campus tours on at 10:00am and noon, as well as the weekly meeting with fellow representatives.