



## **FYE Center Support Lead Job Description**

***20 hours per week at \$23/hour, max 900 hours per year***

Pasadena City College's Pathways First Year Experience (FYE) Center is a success center designed for first year students. It is a space where students can study, print, register for courses, and meet with success coaches and counselors. This role will support the Pathways FYE Center and bridge the gap between student workers and full time staff.

College 001 is a first year seminar course that students in the Pathways FYE program are required to take in their first semester in the program. In Fall 2025, we will have more than 100 sections of College 001. This role will help plan and coordinate events related to the class, including the College 001 research conference.

### **Duties and Responsibilities:**

1. Create and facilitate bi-weekly workshops and social events geared towards first year students
2. Collaborate with departments across campus to bring a variety of events and tabling to the Pathways FYE Center that will serve the needs of first year students
3. Work closely with PCC's media production staff to advertise and promote FYE events to students
4. Guide FYE student workers in developing social events and workshops for students
5. Assist the College 001 Faculty chair in developing and running events connected to the course like the College 001 conference and speaker series
6. Help distribute and organize supplies and books for the 100+ sections of College 001
7. Provide support to students with inquiries or needs that are beyond the scope of the student worker position i.e. financial aid support, mental health concerns, complaints, de-escalation during crisis, etc. Serve as main point of contact for student workers in the absence of the Pathways FYE Lab Assistant
8. Participate in weekly planning meetings with FYE team
9. Facilitate student learning of PCC's schedule of classes and class registration system
10. Provide directions and resource referrals to students and visitors
11. Provide coverage for the front desk when student worker staffing is low, completing such tasks as greeting and checking in students, operating the Student ID card machine, assisting students with printing, etc.
12. Support students in navigating the PCC website, LancerPoint, Canvas, and PCC Connect
13. Perform other related duties as assigned

### **Qualifications:**

#### **Education and Experience:**

**Bachelor's degree and recent acceptance or current enrollment in a graduate program.** Course work in topics such as higher education, psychology, social work, human development, counseling, sociology, group dynamics, and guidance is essential. If a candidate does not have a degree in these disciplines, they should have at least two years of experience working directly with students in a setting that involves the following



types of recent experience: event planning, workshop facilitation, supervised peer mentoring/advising, college housing (resident assistant/coordinator positions), crisis/hotline counseling, and orientation leadership.

The ideal candidate for this position has experience connecting with students and planning events/workshops. This role is great preparation for graduate students who are interested in someday leading success centers or programs in the community college setting.

**Time commitment:**

This is a temporary position based on funding and successful evaluations. **The minimum time commitment is one year.** **The position will end on June 30, 2026.** Continuing on to the next academic year will be dependent upon funding and a positive evaluation. Ideally, the person in this position will work 20 hours per week, a minimum of 3 days a week, a maximum of 8 hours in one work day.

**Knowledge and Abilities:**

1. Excellent communication skills: listening, responding,
2. Exemplary and friendly customer service
3. Understanding of the needs of and have experience working and connecting with community college students
4. Ability to learn technology and databases such as Starfish Early Alert
5. Experience working with college students
6. Ability to work effectively with diverse populations of students, faculty, and staff
7. Experience with event planning and facilitation
8. Resourcefulness
9. Ability to learn PCC's processes, policies, and resources

**Application Instructions:**

1. Use this link to complete the application by the priority deadline of **July 31, 2025:**  
<https://forms.gle/FQjz6XQWvqxNyeFC7>
  - a. **Note:** We will still accept applications after the priority deadline.
2. Submit resume and cover letter at the end of the form

**If you have any questions or concerns please contact:**

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