Sonoma State University is committed to achieving excellence through teaching, scholarship, learning and inclusion. In line with our Strategic Plan and our Seawolf Commitment, our values include diversity, sustainability, community engagement, respect, responsibility, excellence and integrity. We strive to cultivate a community in which a diverse population can learn and work in an atmosphere of civility and respect. We encourage innovation, experimentation and creativity, as well as contributions to equity and inclusion, in the pursuit of excellence for all members of our university community.

**Position Purpose:** Reporting to and under general supervision of the Interim Associate Vice President for Student Affairs, Student Access and Success, with additional lead work direction from the Interim Director of EOP and PUERTA, the Student Access & Success Analyst performs varied administrative, technical and analytical duties in support of the day-to-day operations and procedures for the Center for Academic Access and Student Enrichment (CAASE). The incumbent serves as a liaison and main resource for students, staff, faculty, department, and community, in diverse and complex matters of policy, procedure, and practice by providing information, historical background, and rationales. The incumbent is responsible for completing work assignments, projects, and meeting established deadlines. The incumbent is expected to use independent judgement to make decisions, interpret and apply department, division, campus and system-wide policies and procedures, perform research when needed, prepare and analyze budgetary and other financial reports, provide support documentation and provide general office assistance in support of the office. Assignments require handling of multiple work priorities and accountability for own work results. Contacts involve interaction with all levels inside and outside the university, and may include dealing with sensitive and confidential information.

**Major Duties:** Major duties of the position include, but are not limited to, the following in support of Center for Academic Access & Student Enrichment (CAASE):

- Facilitate administrative operations for the Interim Director of EOP and PUERTA, and CAASE department, including preparing agendas; coordinating on- and off-campus meetings with campus partners; attending meetings; preparing reports; creating and maintaining office records, data bases and files; maintaining calendars; scheduling and coordinating meetings and travel; providing drafts and proofs of office correspondence; purchasing in accordance with university-approved guidelines; preparing expense reports; processing invoices, personnel documents, order forms, and other standard paperwork; preparing meetings/project materials; recording, transcribing and distributing minutes; distributing policies and records upon request; and responding to phone, email and in-person inquiries as appropriate.
- Oversee and facilitate administrative and clerical operations for the Interim Associate Vice President for Student Affairs, Student Access & Success.
- Performs varied administrative, technical and analytical duties to support Center for Academic Access & Student Enrichment (CAASE) departments.
- Assist with recruiting, interviewing, hiring and training CAASE student assistants.
- Oversee day-to-day office operations, including ensuring administrative tasks and functions throughout the CAASE area are implemented and efficient.
- Oversee front desk operations, including procedures for student appointment scheduling.
- Support CAASE office systems, including: answering phones, greeting students and visitors, handling all requests in a timely and pleasant manner, and conducting opening and closing security processes for the CAASE offices.
- Provide logistical and administrative support to CAASE special events, initiatives, and meetings as required.
- Provide research, follow-up, and resolution of customer service issues; provide status and recommendations to department staff and the Director of EOP and PUERTA and CAASE staff as appropriate.
• Organize and prepare student files in collaboration with the Registrar, etc.
• Purchase and monitor office supplies; process and submit travel claims and ProCard reconciliation reports for CAASE, ensuring campus policies are followed for Division-wide travel claims and employee expense reimbursements.
• Prepare and submit direct pays, purchase requisitions, expenditure vouchers, etc., ensuring correct coding and available funding; confirm receipt of purchases as needed and/or directed by the Director of EOP and PUERTA; and coordinate processing of payroll vouchers for Student Assistants as needed.
• Track and maintain Student Assistant funds, ensuring funds are allocated to the correct chart field and are allocated in a timely manner and tracking mechanisms are kept up-to-date.
• Initiate, process, and post budget transactions utilizing appropriate templates and/or systems.
• Provide cross training to CAASE administrative staff on forms and processes to keep workflow moving smoothly across the unit.
• Identify administrative needs and develop appropriate solutions or recommendations.
• Act as a central resource for computer-related questions and technological problem solving.
• Assist with compiling, writing and presenting summary analysis reports from PeopleSoft, LoboConnect, and other sources for various student groups.
• Analyze data and make accurate projections by using business mathematics and basic statistical techniques and applying basic methods and procedures for research and statistical analysis.
• Assist with designing and maintaining web content for SSA webpages.
• Gather information, prepare other specialized and off-cycle budget reports as needed and as requested by the Interim Associate Vice President for Student Affairs, Student Access & Success.
• Assist with financial priority setting and strategic budgeting processes as needed and as requested by the Interim Associate Vice President for Student Affairs, Student Access and Success.
• Incumbent may set support staff and work unit priorities and provide lead work direction.

Secondary Duties: Performs other duties as assigned.

Work Environment: Duties will primarily take place in an office setting however additional duties may be performed in various locations on the Sonoma State University campus, including working both indoors and outdoors to support and participate in university activities and events. The normal work schedule is Monday through Friday aligned with regular campus hours. Your specific start time is determined by your Appropriate Administrator. As a non-exempt employee, any request for overtime will be specified and pre-approved by Appropriate Administrator. Evening and weekend hours may be required and will be specified only by the supervisor to meet operational needs. The incumbent must maintain regular and acceptable attendance at such levels as is determined by the Appropriate Administrator. The position may require occasional travel, by automobile and airplane, and the incumbent must be able to work some night and weekend hours with overnight stays.

Minimum Qualifications: This position requires a bachelor's degree and/or the equivalent training and administrative work experience involving study, analysis, and/or evaluation leading to the development or improvement of administrative policies, procedures, practices, or programs. Two years in a direct administrative support capacity preferred. Requires thorough working knowledge of computers and Microsoft Office. Ability to use a broad range of technology and systems for the capture, maintenance and reporting of key data required. Experience with using PeopleSoft, web publishing software, and Common Financial System Data Warehouse preferred. Related experience in public sector and/or higher education highly preferred.

Incumbent must possess strong critical thinking skills and excellent written and oral communication skills and have the ability to compile, write, and present reports related to the program; possess a solid foundation in English grammar; demonstrated administrative, financial, and technical skills to handle operations for the academic units; demonstrated ability to analyze data and develop appropriate solutions or recommendations; strong leadership skills; ability to work independently and as part of a team; ability to learn, interpret, and apply a variety of policies and procedures; and demonstrated ability to maintain accurate records with a high level of attention to detail. Must have the ability to independently handle large, multiple work unit priorities and projects and meet critical and cyclical deadlines in a timely manner. The incumbent must possess working knowledge of general practices, program, and/or administrative specialty; working knowledge of budget policies and procedures; basic knowledge of and
ability to apply fundamental concepts; working knowledge of basic methods and procedures for research and statistical analysis and the ability to apply them; ability to perform a variety of administrative, technical and analytical duties of limited to moderate complexity and/or day-to-day administration of a program within an organizational unit under general supervision; and must have the ability to make independent decisions and exercise sound judgment, discretion and initiative in performing a moderate complexity of work.

Must have the ability to effectively communicate with all levels within the university and establish and maintain productive and effective, inclusive working relationships amongst diverse populations including staff, faculty, administration, students, and other internal and external constituents. Must be able to accept constructive feedback and work cooperatively in group situations.