Position Description

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 direction of the Administrative Manager for the School of Education, with additional lead work direction by the Senior Credentials and Student Services Coordinator, the Administrative Coordinator initiates, coordinates, and implements a variety of administrative duties in support of the administrative operations of the School’s credential programs/projects. The incumbent often makes recommendations related to operational and policy matters and evaluates work procedures; coordinates and executes large scale, complex projects with broad, visible impact which involve overseeing coordination with other departments. Work involves conducting intake on incoming credential applications for admission requirements; maintaining and updating student records database; receiving and addressing incoming calls and emails pertaining to the admissions process; identifying needs; planning and initiating projects; coordinating and delegating work; seeing a project through initiation, execution, coordination, implementation and evaluation; discreetly handling communications of a sensitive and confidential nature; assisting with special events; assisting the Credentials Office receptionist as necessary; and completing special projects as assigned.

Major Duties: Major duties of the position include, but are not limited to, the following:

1. Organizes and performs a variety of large/complex administrative and clerical duties in support of the School of Education, Student Services.
2. Solves a broad range of operational and procedural office and administrative problems sometimes requiring the research, analysis and evaluation of information and the use of ingenuity in developing solutions, and makes independent decisions on day-to-day operations.
3. Makes operational and procedural recommendations; and addresses a wide range of problems, which require interpreting policies and procedures.
4. Conducts intake on incoming credential applications for admission requirements.
5. Prepares student application files/packets for Interview Teams.
6. Responsible for application, admissions and statutory requirements data entry into student FileMaker Pro database. Maintains and updates student records on a regular basis.
7. Supports the Senior Credentials and Student Services Coordinator with administrative credential program recruitment and pre-advising efforts, including, but not limited to, the preparation of mass electronic communications and coordinating and supporting in various on- and off-campus recruitment and career events.
8. Schedules and conducts information workshops. Partners with the Senior Credentials and Student Services Coordinator to assist with content and formats for both virtual and in-person advising workshops. Prepares materials, i.e., mass electronic communications, creates online and in person presentations.
9. Assists the Senior Credentials and Student Services Coordinator with administrative support regarding interview and orientation processes, i.e..
10. Receives incoming calls, as backup, for the School’s front office and provides information or direction, exercising good judgment and diplomacy. Skillfully screens and directs calls to the appropriate department or individual and/or assists in handling the inquiries directly, regarding teaching as a career and degree programs with the School of Education.
11. Provides updates to candidates regarding deadlines and procedures when applying for admission to education programs, including prerequisites, applications and required supporting documents.
12. Monitors the Student Services email account, responding to or directing inquiries to the appropriate person.
13. Maintains a cooperative working relationship with School staff, faculty, students and University representatives.
14. Produces letters and/or memos and completes standard office forms as requested by School faculty and staff.
15. Student Placement Administrative Responsibilities:
   - Invites and tracks district employed supervisor (DES) training completions.
   - Coordinates and enters/updates student field placement information in School of Education student database.
   - Maintains direct communication with placement coordinators, faculty and department chairs concerning the status of students’ field placements for all basic credential programs.
   - Generates and distributes student placement status reports on a regular basis to program coordinators, faculty and staff.
16. Serves as the Student Teacher/Intern Contracts and Payment administrative support backup for processing contract and payments, mailing agreements, and generating reports as requested.
17. Provides backup to other support staff members during absences and during peak periods when requested by supervisor.
18. Assists and/or participates in School of Education events and University Commencement.

Additional duties may include: general office assistance; record-keeping and tracking; maintaining filing systems and bulletin boards; photocopying and distributing the mail and employee paychecks.

Secondary Duties: Performs other secondary 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 of 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 high school degree or technical/vocational program degree, and at minimum two years administrative work experience involving program administration and/or an equivalent combination of education and experience involving study, analysis, and/or evaluation leading to the development of improvement of administrative policies, procedures, practices, or programs. Demonstrated skill/proficiency in the use of office machines and computers and related software, including those for spreadsheets, word processing and desktop publishing (MS Office) required. Proficiency in electronic scheduling program and working knowledge of Google Suite, FileMaker Pro and PeopleSoft preferred.

The incumbent must have the ability to learn, interpret, and apply a variety of complex policies and procedures independently, and use judgment and discretion to act when precedents do not exist; demonstrate the ability to maintain accurate records with a high level of attention to detail; ability to independently handle large, multiple work unit priorities, projects, and meet critical, cyclical deadlines in a timely manner; ability to effectively write and present own reports; analyze operational and procedural problems and develop, recommend, and evaluate proposed solutions. The incumbent must have the ability to work effectively both independently and as part of a team; solve problems using reasoning and
judgment to develop practical, thorough, and creative solutions; prioritize multiple tasks to meet changing priorities; ability to troubleshoot most office administration problems and respond to all inquiries and requests related to work area; ability to understand problems from a broader perspective and anticipate the impact of office administration problems and solutions on other areas; use negotiation and persuasion skills to achieve results and expedite projects; perform business math, analyze budgetary data and limited math analysis, and make projections requiring some inference; be detail-oriented and possess strong organizational skills; and exercise discretion when handling interpersonal situations and matters of a confidential nature. The incumbent must be able to provide outstanding customer service to students, staff, faculty, and visitors while working in a professional, fast-paced environment. 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.