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, equity, 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 the Director, Upward Bound Lake and Mendocino Programs, the Upward Bound Program Coordinator – Lake and Mendocino County Programs initiates, coordinates, and implements a variety of administrative and fiscal duties in support of Lake and Mendocino County Upward Bound Programs. The incumbent is responsible for coordination of clerical work and administrative support functions and performs the full range of secretarial and administrative functions for Lake and Mendocino County Upward Bound Programs. The incumbent makes recommendations on operational and procedural processes for the department; oversees project coordination; provides lead work direction, training, and assistance to other support staff, and provides back up to other staff in the department as needed. Work assignments involve using reasoning and judgment to develop practical, thorough, and creative solutions. Day-to-day work is performed relatively independently with general instructions, except for new assignments.

**Major Duties:** Working under general supervision, major duties of the position include, but are not limited to, the following:

- Coordinate all program events, workshops, and meetings to include scheduling on- and off-campus facilities and dining services and organizing the logistics of all alternate activities, preparing agendas, documents, and presentation materials;
- Coordinate student field trips to include reserving campus tours, bus transportation, researching and arranging procurement of lodging, meals, and cultural activities. Assist the Director with creating and distributing detailed and accurate field trip itineraries for staff and students;
- Track and confirm event reservations and registrations; secure vendor contracts and coordinate with the university Procurement Office in processing contracts and following procedural policies; perform follow-up procedures to ensure open communication;
- Perform research, gather and organize information and data related to student payroll, direct pay/invoicing processes, and the payment and billing process for internal and external organizations;
- Coordinate and assist departments with student payroll processes, procurement procedures, direct pay and invoicing processes, reimbursements; assist in pulling reports from the Data Warehouse and assist in preparing financial reports for areas; work with Pre-Collegiate Program departments and Accounts Payable, Seawolf Services, and other campus departments regarding questions, discrepancies, etc., relating to processing payments/reimbursements; ensuring required forms are on file for vendors with Accounts Payable; communicate with vendors regarding status and payment inquiries, as necessary; and ensure invoices are processed in a timely manner;
- Perform various administrative functions such as, but not limited to: assisting with and maintaining employee business reimbursements, employee business advances, employee travel claim reimbursements, and EREQ generation; assist in auditing ProCard reports for department;
- Coordinate and work collaboratively on special projects; coordinate office assignments and requests; assist department staff by providing administrative and general support;
- Create, update, and maintain flyers, brochures, publications, and documents with graphics, i.e., flowcharts and timelines to assist directors with organization of program work processes;
- Provide work direction and/or training and assistance to other support staff and hiring input and leadership for student assistants;
- Track usage and maintain inventory of office and instructional supplies;
- Prepare orders for purchase by project directors;
• Perform reception, secretarial, and other general administrative support functions including responding to phone, e-mail, and in-person inquiries, researching and responding to inquiries from external vendors and/or clients, other campus departments; provide and model a high level of customer service to students, faculty, staff, and on- and off-campus community partners;
• Prepare and update general correspondence, reports, graphs and spreadsheets, and other documents as assigned; enter data into databases and extract data into Word and Excel documents for monthly and annual reporting;
• Maintain student database to facilitate generation of monthly and annual reports;
• Communicate with and track program alumni for reporting purposes;
• Create, update, and maintain program information to be distributed to students and parents;
• Maintain and update department policy and procedural manuals;
• Handle sensitive and confidential student and parent information.

Secondary Duties: Performs other duties as assigned.

Work Environment: Duties take place mostly in an office setting located at high school partner sites in Lake and Mendocino County. The normal work schedule is Monday through Friday aligned with regular program hours. Your specific start time is determined by your Appropriate Administrator. This is an hourly intermittent position. 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.

Minimum Qualifications: Minimum educational requirements are a high school degree or technical/vocational program degree and a minimum of two to three years related office experience, or an equivalent combination of education and experience to be proficient in performing work assignments. Bachelor’s degree highly preferred. Must have demonstrated sensitivity to the needs and characteristics of low-income and potential first-generation college students. Familiarity with the purpose and administrative operations of TRIO Programs highly preferred. Must have a thorough knowledge of office methods, procedures and practices and ability to use standard office software packages, including working knowledge of Microsoft Office Suite (Outlook, Word, Excel and Microsoft Word; and a strong foundation of English grammar, punctuation and spelling. Must possess a working knowledge of spreadsheets, software programs, database systems, statistical reports, desktop publishing, and graphic applications. Bi-lingual Spanish/English preferred.

This incumbent must possess strong interpersonal skills to successfully interact with a diverse community; excellent verbal communications skills with an ability to present information accurately and appropriately to all levels of understanding; demonstrate the ability to maintain accurate records with a high level of attention to detail; possess a general working knowledge of applicable university infrastructure, policies, and procedures; ability to independently handle large, multiple work unit priorities, projects, and meet critical, cyclical deadlines in a timely manner; thorough knowledge of project goals and standards, and SSU/Pre-Collegiate Programs policies and procedures; strong writing skills to produce professional business correspondence including editing, grammar, spelling, and proofreading skills; identify and solve standard problems and refer more complex problems to appropriate staff; effectively handle interpersonal interaction at all levels and handle sensitive interpersonal situations; demonstrate initiative, independence, and the ability to see a project through to completion; ability to represent the project in a professional manner; ability to respond to routine inquires and explain standard policies and procedures to others; perform basic mathematical functions; attention to detail to recognize and correct discrepancies between related documents, to detect and correct inappropriate or missing information for forms completion and data entry; 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; be detail oriented and possess strong organizational skills; maintain confidentiality; possess experience responding with sensitivity to individuals from diverse backgrounds, and in maintaining good working relationships with faculty, staff and students; communicate effectively with the campus community; demonstrate competency in effectively presenting standard information in writing, draft and compose correspondence and standard reports; 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.