Coordinator for LGBTQ+ Initiatives, Pride Center

**POSITION INFORMATION**

Type of Action Requested:* Replacement  
Internal Team:* SL-SAD&B-Pride Center - 207400  
Job Code/Employee Classification:* SSP II  
Job Code: 3082  
Classification Title: Student Services Professional II  
MPP Job Code:  
Position Number: No position selected.  
CSU Working Title:* Coordinator for LGBTQ+ Initiatives, Pride Center  
Salary Range/Grade: 3082-RANGE A-Grade-1  
Minimum: $ 4,304.00  
Maximum: $ 6,120.00  
Pay Frequency:  
Reports To:* AVP Diversity & Inclusion  
Campus:* San Luis Obispo  
Division:* Student Affairs  
College/Program:* SA - Diversity & Inclusion  
Department:* SAD&B-Pride Center - 207400  
FLSA Status: Exempt  

**POSITION DESIGNATION**

Mandated Reporter:* General - The person holding this position is considered a general mandated reporter under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083, revised July 21, 2017.  
Conflict of Interest:* None  
NCAA:  
Is this a Sensitive Position?: Yes  
Job Summary/Basic Function:* Under general supervision of the Director of Student Diversity and Belonging. The Coordinator for LGBTQ+ Initiatives (Pride Center) is responsible for the day to day operations of the programs and services related to lesbian, gay, bisexual, transgender, queer, intersex, asexual and pansexual communities. The Coordinator will promote inclusion of members from the LGBTQ+ communities throughout campus life, through collaborative partnerships. The Coordinator is responsible for the design of events and/or services that focus on the identity, culture, retention, and concerns of the students and student identities affiliated with their Center. The Coordinator directs programs and supervises undergraduate student staff and a graduate assistant. The Coordinator will work as a part of a team in implementing strategies to support and educate University students, faculty and staff about the lives, culture and concerns of various groups within their particular program area/s  
Minimum Qualifications:* Equivalent to graduation from a four-year college or university in one of the behavioral sciences, public or business administration or a job related field. Two years of professional experience in one of the student services program areas or in a related field.  
A master’s degree in a job related field may be substituted for one year of the professional experience.  
Additional specialized experience during which the applicant has acquired and successfully applied the required knowledge and abilities may be substituted for the required education on a year for year basis.
Required Qualifications:

• Demonstrated experience addressing the needs of individuals from LGBTQ+ communities
• Demonstrated ability to advise students individually and in groups on routine and sensitive matters where required.
• Demonstrated ability to make decisions and maintain a high degree of confidentiality.
• General knowledge of research and theories that inform understandings of identity formation and development of LGBTQ+ communities
• Ability to plan, schedule and develop curriculum for educational presentations to on-campus constituents regarding crossexual programs, gender, sexuality, allyship
• Demonstrated customer service experience requiring a very high level of diplomacy and professionalism.
• Ability to use tact and diplomacy to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.
• Ability to initiate, establish, and foster communication and teamwork by maintaining a positive, cooperative, productive work atmosphere in and outside the University with the ability to establish and maintain effective working relationships within a diverse population and with those from various cultural backgrounds.
• Excellent communication skills; ability to effectively communicate information in a clear and understandable manner, both verbally and in writing.
• Thorough knowledge of English grammar, spelling and punctuation.
• Ability to interpret, communicate and apply policies and procedures.
• Demonstrated ability to maintain a high degree of confidentiality.
• Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
• Excellent computer skills and proficiency with a variety of computer applications including word-processing, spreadsheets, databases, on-line systems, Internet as well as online calendaring and email.
• Working knowledge of or ability to quickly learn University infrastructure, policies and procedures.
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Preferred Qualifications:

• Master's degree and one year of experience in the student development profession or with a community nonprofit or social services agency.
• Direct experience with LGBTQ+ student populations, knowledge of culture and needs of diverse identity groups, and the intersectionality of diverse communities
• Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude
• Ability to facilitate trainings in person, as well as online or other virtual environments
• Experience overseeing initiatives that are student-led

Special Conditions:

• Must be willing to travel and attend training programs off-site for occasional professional development.
• Must be able to work additional hours, occasional holidays, and adjust working hours to meet special jobs. May be called back periodically to perform work as needed on an emergency basis.
• The person holding this position is considered a 'mandated reporter' under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.
• Must be able to successfully pass a pre-employment background/fingerprint check.
• This position classification has been defined as "Exempt" and is not subject to the overtime provisions of the Fair Labor Standards Act (FLSA).

License / Certification:

N/A

Supervises Employees:

☐ Yes ☐ No

Job Duties
### JOB DUTIES

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<thead>
<tr>
<th>% of time</th>
<th>Duties / Responsibilities</th>
<th>Essential / Marginal</th>
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| 90        | • Provide consistent, accurate, complex, sensitive, and uniform educational advising services to current and prospective students. Provide drop-in services to students.  
• Provide oversight of the Pride Center, which includes scheduling student staff, maintaining equipment, ordering supplies, and student outreach initiatives  
• Work with a high degree of self-direction to plan workload, solve problems and take action in considerably complex situations where independent judgment, critical thinking skills, and in-depth analysis are necessary to resolve issues where there is no clear precedent, standard technique, guideline, formula or quickly conceived solution available  
• Recruit, hire and train graduate assistants, student assistants, volunteers and interns working with the Pride Center. Provide training to these students in event planning, service provision, teamwork, and topical areas including facilitation of retreats for students  
• Supervise graduate and undergraduate student staff, including the coordination and facilitation of retreats for student assistants and volunteers  
• Responsible for maintaining effective working relationships with a wide range of students, faculty, and the general public to assist students in planning and organizing moderately complex and/or sensitive informal education activities; and to assist students in understanding diversity as part of their overall learning experience.  
• Identify, develop, foster and maintain strong partnerships and collaborations with community partners and departments across campus.  
• Manage and update a resource database of on-campus and community services/resources that can be accessed by students, staff and faculty  
• Partner with Safer and/or the Gender Equity Center to coordinate and increase programming around topics that affect LGBTQ+ communities, sexual orientation, gender identity and expression, and awareness of LGBTQ+ issues and masculinity  
• Facilitate educational workshops of varying degrees of complexity in order to provide alternatives to learning and engagement not readily available or where precedents are not established.  
• Advise and support student leaders to sustain educational programs that serve diverse student populations  
• Support the development of the Peer Resources in Student Mentoring (PRISM) program  
• Utilize human relations skill and abilities to interact with a broad spectrum of student groups to help them identify problems, think through implications of alternative solutions, evaluate past occurrences and reach appropriate conclusions and decisions.  
• Responsible for the planning, advisement, and reporting of Instructionally Related Activity (IRA) events, marketing of program and other special events coordinated by Student Diversity and Belonging  
• Analyze data on student learning outcomes and positive attitudinal change. Plan and develop ongoing assessments and program evaluations of the Center’s learning outcomes. Analyze the impact and facilitate changes to the programs and services of the Pride Center.  
• Plan and develop ongoing assessments and program evaluations of the programs and services offered by the Pride Center | Essential |
| 10        | • Perform other job-related duties and Student Affairs special projects and activities as assigned.  
• Attend training and maintain skill currency as appropriate to safely and effectively complete assignments. | Marginal |