Position Description

Organizational Description:

University Advancement’s mission is to inspire and increase philanthropy for the University. The division works with alumni, friends and our community to broaden the resources available to Fresno State, thereby strengthening higher education in the Central Valley and elevating our region. Providing engagement opportunities is a primary role of the division, which deepens loyalty to Fresno State and its mission. University Advancement ensures that a strong brand inspires and deepens the University’s bond with the public it serves. As such, it advances communications that uplift the image and reputation of the University and supports the University Strategic Plan.

Position Overview:

Reporting to the Executive Director of Alumni Engagement and Annual Giving, the Smittcamp Alumni House Coordinator is responsible for the day-to-day operations of the Smittcamp Alumni House (SAH) and grounds, Fresno State’s one-of-a-kind landmark facility. With minimal oversight, the SAH Coordinator will act as the facility’s primary contact and representative to ensure that guests to the house, from on campus as well as visiting alumni and friends, have a positive experience. The Coordinator sets the tone that SAH is a welcoming and professional atmosphere that is well-organized.

Primary duties include scheduling reservations, house access, coordinating room setups, maintenance and repairs through facilities management/plant operations, coordination with University Catering and external vendors, monitoring proper and safe use of the house, ensuring house policies and procedures are up-to-date and followed, and providing lead direction and support to student assistants who assist as receptionists and house support duties. This position requires a person with strong customer-service skills, who can work well under pressure, and who can be responsive and collaborate effectively with campus staff, administration, and faculty as well as with alumni, friends and community members.

Major duties of the job include:

- Lead contact and coordinator for the Smittcamp Alumni House and responsible for assuring timely, accurate and smooth operations.
- Working with the Alumni Engagement team, develop and implement new and creative strategies to maximize the SAH to engage Fresno State alumni.
- Responsible for communicating the availability of the house through various channels, including the SAH website, Campus News, and social media.
- Develop and implement processes for the optimal use and care of the facility.
- Manage the facility calendar and schedule.
- Utilize the event management software (EMS) to schedule use of the facility.
- Prepare rental/usage agreements, invoices, requisitions, and purchase orders to facilitate the management and utilization of the facility.
- Ensure facility policies and procedures are in line with University policies, and are up-to-date, communicated, and followed. Advises management on campus policy issues and actions.
- Prepare occupancy and usage reports.
- Responsible for collecting payments against invoices and preparing deposits of Smittcamp Alumni House fees through the office of Accounting Services. Maintain the petty cash fund for the facility.
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- Develop and manage SAH budgets and financial reporting.
- Monitor the condition of the facility by doing regularly scheduled walk-throughs. Collaborate with facilities/plant operations to evaluate and schedule needed repairs, maintenance, and improvements. Assist in researching and obtaining quotes.
- Supervise student assistants who staff the reception area and assist with house operations. This includes recruiting and hiring students through Hire Fresno State, training, scheduling, and overseeing the work of the students. Review, approve, and submit time sheets.
- Prepare a work order schedule as it relates to the various events/meetings scheduled at the facility and ensures that timelines for projects, events, and meetings are met.
- Assists the Fresno State Alumni Association with all events and activities at the SAH.
- Serves as the building safety coordinator for the campus.
- Responsible for the commemorative courtyard brick program.
- Other related duties as assigned.

Supervisory Responsibility:

| Who Supervises this Position: | Executive Director of Alumni Engagement and Annual Giving |
| Who is Responsible for completing the Performance Appraisal: | Executive Director of Alumni Engagement and Annual Giving |
| What other classifications does this position supervise or provide lead, work oversight: | Student assistants |

Required Qualifications:

Knowledge:
- General knowledge and skills in office administrative functions and public administration principles, practices, and methods.
- Policies, procedures, and regulations pertaining to event planning and facility management;
- General budgeting and financial practices, procedures, and reporting;

Ability/Skill:
- Ingenuity in determining methods to best utilize SAH for engaging alumni.
- Demonstrated ability to plan, organize, coordinate and direct multiple projects and activities with varied deadlines.
- Develop, update, maintain and implement SAH policies, as required.
- Skilled in the research, development and evaluation of policies and programs, including skilled in the collection, evaluation, and interpretation of data to develop sound conclusions and make appropriate recommendations.
- Skilled in investigating and analyzing problems with a broad administrative impact and implications.
- Ability to effectively interpret, organize, and present information and ideas in written or presentation form.
- Ability to speak and write clearly and effectively.
- Ability to respond to inquiries or complaints.
- Skilled using a variety of computer software programs including Microsoft Office products and Google applications, such as Word/Docs, Excel/Sheets, PowerPoint/Slides, Google Drive and File Explorer and Google Drive.
- Ability to work collaboratively in a complex environment, but also to work independently and without close supervision.
- Ability to collaborate with others to help advance the goals of the department and university. Show courtesy and respect towards others and promote a positive and service oriented collegial work environment.
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- Ability to relate and work with an ethnically diverse constituency of alumni, friends, faculty, staff, students, and educational leaders.
- Take initiative and independently plan, organize, coordinate, and perform work in various situations where numerous and diverse demands are involved.
- Ability to troubleshoot a variety of issues and anticipate problems and address them proactively.
- Ability to train others on new skills, procedures and safety and provide lead work direction.
- Able to work outside of normal business hours, as appropriate, to execute duties of the position.

Education and Experience:

- Bachelor's degree from a four year regionally accredited institution and/or equivalent combination of education and professional work experience involving study, analysis, and/or evaluation leading to the development or improvement of administrative policies, procedures, practices, or programs.
- Five years of experience working in a deadline driven, collaborative work environment.

Specialized Skills:

- Working knowledge of budgeting procedures and techniques, preferably in either a university or nonprofit setting.

Preferred Qualifications:

- Bachelor’s degree or advanced degree.
- Two years of experience working in events and/or a facilities management related position.
- Experience working in an academic or non-profit environment.
- Working knowledge of Event Management Software.
Employee Name: Smittcamp Alumni House Coordinator

Division/Office: University Advancement/Alumni Engagement and Annual Giving

Date Prepared: August 2, 2021

WORKING ENVIRONMENT
Check the appropriate box which most accurately describes the extent of the specific activity performed by the employee on a daily basis. If the activity is performed less than one (1) hour each day, check the N/A box.

PHYSICAL EFFORT

1. Sitting
2. Standing
3. Walking
4. Bending Over
5. Crawling
6. Climbing
7. Reaching overhead
8. Crouching
9. Kneeling
10. Balancing
11. Pushing or pulling
12. Lifting or carrying
13. Repetitive use of hands/arms
14. Repetitive use of legs
15. Eye/hand coordination

MENTAL EFFORT

1. Directing Others
2. Writing
3. Using math/calculations
4. Talking
5. Working at various tempos
6. Concentrating amid distractions
7. Remembering names
8. Remembering details
9. Making decisions
10. Working rapidly
11. Examining/observing details
12. Discriminating colors
13. Inside
14. Outside
15. Humid
16. Hazards
17. Cold
18. Dry
19. Hot
20. Change of temp
21. Dirty
22. Dusty
23. Odors
24. Noisy
25. Working With others
26. Working around others
27. Working alone

ENVIRONMENTAL FACTORS

This position description is not an employment agreement or contract. Management has the exclusive right to alter this Position Description. Notification of changes will be provided to the employee consistent with the applicable bargaining agreement.