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.

The SSU Asian American, Native Hawaiian and Pacific Islander (AANHPI) Student Achievement Program, hereafter referred to as ASAP, is housed in the Division of Student Affairs but is a campus-wide, cross-divisional effort. ASAP services are designed to increase enrollment, persistence, retention, and graduation of AANHPI students with the aim of SSU attaining Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI) designation.

Position Purpose: Reporting to the Associate Vice President for Student Affairs and in collaboration with the ASAP Faculty Fellow, the ASAP Senior Program Coordinator performs in-depth highly complex Student Services Professional work and is responsible for utilizing a combination of high-level analytical and high-level intersectional and integrative framework to design, coordinate, implement and evaluate programs that increase enrollment, persistence, retention, and graduation of AANHPI students. The incumbent is responsible for overseeing the daily operations of ASAP and the budget operating expenses, developing and maintaining partnerships and collaboration with on and off campus partners (e.g., collaborative efforts with the University's Strategic Enrollment, Academic Affairs, Student Affairs, and Office of Diversity, Equity, and Inclusion; outreach and collaboration with local community colleges, etc.), acting as a liaison to campus partners and community partners for case management and support services, and assessing and tracking student participants to ensure the program achieves its targeted goals for enrollment, retention, and graduation of AANHPI students.

Major Duties: Working relatively independently, major duties of the position include, but are not limited to, the following:

**Academic Support**

- Ensure students receive in-depth comprehensive academic advising regarding graduation, general education, degree requirements, academic standing, appropriate course selection, relevant policies and procedures, e-advising tools, and campus resources.
- Provide high-level support to and work closely with students to identify, define, develop, and assess realistic and individualized educational pathways, academic plans, and career goals.
- Assist students to engage in their learning experiences, develop accountability for their decisions, and cultivate an understanding of how those decisions impact their success.
- Closely monitor scenarios, and identify opportunities to develop, implement, measure, and improve academic success strategies.
- Work closely with university staff to ensure that student inquiries are strategically coordinated and addressed in a timely manner, while supporting academic integrity and policies.
- Collaborate with various campus departments to improve outcomes related to the inclusion, retention, and graduation of ASAP students.
- Apply a high degree of judgement, tact, persuasiveness, imagination, professional skills, and knowledge in advising, as well as a general understanding of the interrelationships and the need for coordinated action within the department, division, and university.
• Actively participate in initiatives, campaigns, outreach, and events related to student success and advising.

**Student Support**

• Build strategic relationships with students and student organization leaders to create a community of support and to promote the recruitment and retention for AANHPI students from the time of admission through graduation.
• Provide pro-active high-level student support in individual and group settings and, when appropriate, refer students to other student support and educational services on campus such as Career Services, Student Health Services, Counseling and Psychological Services, The HUB Cultural Center, and various student academic services programs.
• Provide high-level advisement and support student leaders to sustain educational programs that serve diverse student populations.
• Serve as campus liaison for the student and campus community.
• Understand the diversity, cultural nuances, and intersectional marginalized identities found within members of the AANHPI communities.
• Maintain current knowledge of the climate and the diversity of issues affecting APIDA student populations on campus and in higher education settings.

**Programming**

• Independently lead the comprehensive development, coordination, and implementation of the ASAP student learning community, which includes the recruitment and registration of students into ASAP courses and collaboration with ASAP faculty to offer co-curricular programs.
• Independently oversee and maintain a high-level of administrative planning to recognize specific program needs, then strategically develop and present creative solutions that integrate approaches across organizational lines.
• Plan, coordinate, and initiate actions necessary to implement administrative or group decisions or recommendations.
• Responsible for appropriate delegation and follow up of projects to staff.
• Independently lead and facilitate the ASAP Planning Committee meetings.
• Design and implement evaluation tools to assess ASAP events, workshops, programs, and services.
• Strategically work with key ASAP partners to plan, implement, and assess AANHPI Initiatives for the purposes of identifying critical needs and gaps in student support.
• Assist in the planning and coordination of signature programming such as Lunar New Year, AANHPI Heritage Month, and AANHPI Commencement.
• Design and facilitate dialogues, educational workshops, and healing spaces specifically geared toward serving the needs and concerns experienced by AANHPI students.
• Recruit, hire, train, and provide lead work direction to ASAP student assistants. Serve in a leadership capacity with student employees through various leadership, mentor and support roles.
• Develop and lead a mentorship network connecting AANHPI students to AANHPI faculty/staff.
• Interpret and implement University policies and procedures as they relate to programming.
• Evaluate and recommend policies and procedures as they relate to ASAP programming.
• Collect and compile data to demonstrate compliance with specific grant terms, to determine effectiveness of projects, and to ensure meeting of grant provisions.
• Monitor and consolidate data related to the performance of the program as defined by the State grant guidelines.
• Handle expenditures to ensure the project is completed within budget.
• Handle program administration, budgetary, contracting, compliance, and reporting aspects for the grant and communicate with the appropriate principal investigators as needed.
• Plan, reconcile and oversee procurement of goods and services as a Procard holder.

**Partnerships**

• Work collaboratively with other staff and colleagues to promote intersectional programming, particularly in partnership with academic programs and SSU’s HUB cultural center.
• Participate in university outreach, recruitment, and orientation events (e.g., Seawolf Preview Day, Decision Day, Orientation, etc.).
• Participate and represent ASAP in various campus committees and working groups.
• Collaborate with local community colleges to develop pathway programs and related programming.

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. As an exempt employee you have some flexibility in your schedule however must be available during the regular campus hours Monday through Friday to meet the operational needs of the campus and department. This position may also be eligible to participate in the campus Telecommuting Program to engage in limited telecommuting as operationally feasible. 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 the equivalent to graduation from a four-year college or university in a related field, including upper division or graduate coursework in counseling techniques, interviewing, and conflict resolution where such are job-related. A master’s degree in Counseling, Clinical Psychology, Social Work or a job-related field may be substituted for one year of professional experience. A doctorate degree and the appropriate internship or clinical training in counseling, guidance or a job-related field may be substituted for two years of the required professional experience for positions with a major responsibility for professional, personal or career counseling. Possession of these knowledge and abilities is typically demonstrated through the equivalent to four years of progressively responsible professional student services work experience which includes experience in advising students individually and in groups, and in analysis and resolution of complex student services problems. Experience working with and supporting Asian American, Native Hawaiian and Pacific Islander populations preferred. Advanced proficiency with computers, Microsoft Office (Word, Excel), and Google Suite required. Knowledge of databases, student information systems, and PeopleSoft preferred.

This position also requires the following abilities:
• Knowledge of the principles, practices and trends of the Student Services field as well as general knowledge of the policies, procedures and practices of the program area to which assigned. Ability to determine the appropriate course of action and proper techniques to utilize while engaged with individuals and groups in personal interactions of a sensitive nature.
• Reason logically and analyze and solve organizational and operating problems of one or several program areas. Interpret and apply program rules and regulations.
• Plan, design, implement, coordinate, and initiate actions necessary to implement administrative or group decisions or recommendations.
• Analyze and define highly complex organizational, policy or procedural problems, collect and evaluate data, draw valid conclusions, and project consequences of various alternative courses of action. Understand the roles and responsibilities of others and gauge relationships accordingly by taking into account the variety of the interrelationships, motivations, and goals of the members of the organization served.
• Establish and maintain effective, cooperative, and harmonious working relationships in circumstances that involve the denial of requests or the necessity to persuade others to accept a different point of view. Use initiative and resourcefulness in planning work assignments. Think critically and stay focused under pressure.
• Demonstrate multicultural competence through knowledge, skills, and abilities.
• Knowledge and experience with program development. Demonstrated excellence in leading successful presentations and training.
• Demonstrated experience in good oral and written communication.
• Ability to advise and lead students both independently and in groups.
• Ability to be innovative, solutions-based, and focused on researching and implementing current best practices. Carry out highly complex assignments without detailed instructions.
• Lead, coordinate, and prioritize multiple, competing tasks to meet project deadlines. Work effectively both independently and as part of a team; be flexible in handling change and challenges.
• Learn and effectively apply a variety of state, federal, CSU, and SSU policies and procedures. Independently plan work, solve problems, and use sound judgment to take action. Make decisions within established parameters, regulations, and guidelines; and recommend changes in procedures to address student support needs.
• Adhere to strict confidentiality requirements and professional/ethical standards.

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.