**POSITION INFORMATION**

<table>
<thead>
<tr>
<th>Internal Team:*</th>
<th>SL-Extended Education CERF-120300</th>
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<tbody>
<tr>
<td>Job Code/Employee Classification:*</td>
<td>Admin Support Coord 12 Mo</td>
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<tr>
<td>Job No:</td>
<td>1035</td>
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</tbody>
</table>

**MPP Job Code:**

| Position Number:                 | Admin Support Coord 12 Mo         |
|                                 | Position no: SL-00011207          |

**CSU Working Title:***

Program Support Coordinator

**Reports To:**

Dir of Ops for Extended Ed

**Campus:**

San Luis Obispo

**Division:**

Academic Affairs-Provost

**College/Program:**

Academic Programs & Planning

**Department:**

Extended Education CERF - 120300

**FLSA Status:**

Non-Exempt

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**SENSITIVE POSITION**

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<th>Sensitive Position:</th>
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<td>☐ Yes   ☐ No</td>
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**Job Summary/Basic Function:**

This position will be responsible for initiating and performing various actions involved with facilitating a course or program through Extended Education. Responsibilities include: carrying out procedures for course/program logistics; coordinating enrollment procedures with registration staff; budget actions; supervising student workers, training and overseeing their activities; and interfacing with campus faculty, staff, and community members associated with each program.

**Minimum Qualifications:**

High school diploma or its equivalent. Four years of general office support or technical experience. Education may be substituted for up to four years of the required experience on a year-for-year basis.
Required Qualifications:

Demonstrated customer service experience requiring a very high level of diplomacy and professionalism.

Excellent organizational and time management skills with the ability to perform detailed work with a high degree of accuracy and attention to detail. Ability to set own priorities to coordinate multiple functions and assignments with fluctuating and time-sensitive deadlines and frequent interruptions.

Ability to train and provide lead work direction for student assistants.

Ability to initiate, establish, and foster communication and teamwork by maintaining a positive, cooperative, productive work atmosphere in and outside the University.

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.

Working knowledge of or ability to quickly learn budget policies and procedures.

Ability to perform standard business math, such as calculate ratios and percentages, track financial data, and make simple projections.

Thorough knowledge of English grammar, spelling and punctuation.

Ability to effectively communicate information in a clear and understandable manner, both verbally and in writing. Excellent proofreading skills.

Ability to interpret, communicate and apply policies and procedures where specific guidelines may not exist.

Demonstrated ability to maintain a high degree of confidentiality.

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.

Preferred Qualifications:

Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.

Experience with Microsoft Office Suite.

Experience with campus specific applications including PeopleSoft student records/student financials, PolyData Dashboards, Lumens or other registration/enrollment software, Podio.

Special Conditions:

Must be willing to travel and attend training programs off-site for occasional professional development.

Must be able to work overtime, 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 non-exempt and is subject to overtime provisions of the Fair Labor Standards Act (FLSA).

License / Certification:

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.
### Job Duties

#### JOB DUTIES

<table>
<thead>
<tr>
<th>% of time</th>
<th>Duties / Responsibilities</th>
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| 90        | 1. Establish and provide support for all Extended Education activities required to facilitate programs.  
          | a. Create instructor agreements and initiate instructor pay process for all faculty and assistants involved with courses or programs.  
          | b. Prepare and arrange for course equipment, supplies, flyers, handouts, space reservations, textbooks, transportation, and services.  
          | c. Set up classes in registration systems and process enrollments.  
          | d. Record and report daily revenue.  
          | e. Process and track program expenses and monitor program budget versus actuals. Verify all revenues, services and expenses are complete and properly recorded to close and record courses/programs.  
          | 2. Effectively and professionally correspond with and provide customer service to both internal and external customers in a courteous and positive manner. Effectively and professionally compose department correspondence.  
          | 3. Provide training and oversight to student workers in performing day-to-day assignments.  
          | 4. Provide general office/reception support by greeting visitors to the department and answering main department phone and email.  
          | 5. Interpret and effectively communicate policies to Extended Education clients and customers.  
          | 6. Evaluate copy for accuracy in marketing materials to include course description, course materials, website, catalog listing, online registration listing, and flyers.  
          | 7. With review from budget officer, initiate proper processes to ensure purchasing, accounting, payroll, and other campus services are available in a timely manner for program and operational needs.  
          | 8. Protect confidentiality of any information deemed confidential or sensitive.  
          | 9. Independently research, trouble shoot, analyze/evaluate department data, and recommend action.  
          | 10. Establish and maintain efficient and well-organized electronic and paper files. |
| 10        | 1. Monitor Master’s degree and graduate certificate students’ enrollment and degree progress.  
          | 2. In conjunction with the Vice Provost, International Graduate and Extended Education, evaluate the viability of a particular course or program and recommend associated actions.  
          | 3. Perform other job-related duties and special projects as assigned.  
          | 4. Maintain currency in the knowledge and skills necessary to facilitate industry-leading solutions. |

### USERS AND APPROVALS

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