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.

**Position Purpose:** Under general supervision of the Associate Director of Pre-Collegiate Programs and Director of Academic Programs, the Pre-Collegiate Programs Administrative Coordinator works independently and in collaboration with multiple directors and staff (Academic Talent Search and Upward Bound) to oversee administrative and clerical operations of Pre-Collegiate Programs. The incumbent provides leadership in administration of and improvements to operational policies and procedures, especially relating to program events, academic and outreach services, and coordination with other campus offices and staff. The incumbent initiates, coordinates, and implements a variety of administrative and fiscal duties in support of Pre-Collegiate Programs; provides lead work direction, training, and guidance to other support staff; and provides back up to other staff in the department as needed. Work assignments require professional interaction at the highest levels within and outside the university.

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

- Provide lead work direction, orientation, guidance and training to Student Assistants and other support staff in a shared capacity with the Associate Director of Pre-Collegiate Programs. Responsible for recruitment, scheduling, training, facilitation of work assignments, motivation and retention of student personnel, taking full accountability for work flow and completion of work for the assigned staff.
- Analyze operational and procedural problems related to policies and procedures and develop, recommend, and evaluate proposed solutions in line with the department’s strategic plan. Maintain and update department policy and procedural manuals as needed. Interact with all levels within and outside the university to ensure systems and processes are fully operational.
- Maintain, gather, and analyze data and information for various purposes including tracking, monitoring, coordinating and/or compiling department activities, programs, or events, and budgets, to better serve the department and campus community.
- 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 Program and Outreach Directors 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, organize, and analyze information and data related to program implementation and evaluation, 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.

- Generate, process, and maintain employee business reimbursements, employee business advances, employee travel claim reimbursements, purchase orders, and EREQs; assist in auditing ProCard reports for department.
- Assist staff and students with completing new-hire paperwork, ensuring adherence to State and Federal standards. Provide orientation for staff and student assistants. Assist students in signing up for necessary trainings and certifications.
- Coordinate and track employee separations including payroll, return of equipment and supplies, and maintain separation data records for students and staff. Coordinate and maintain staff and student payroll reports for Pre-Collegiate Programs staff and resolve time-reporting issues between the students and the Time Clock system.
- 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.
- Track usage and maintain inventory of office and instructional supplies.
- Coordinate and schedule department travel.
- Serve as first point of contact for service inquiries, researching and responding to phone and e-mail inquiries from external vendors and/or clients, other campus departments, and processing work requests for the department. 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. Assist in preparing drafts of guidelines, reports, manuals, and bulletins. Maintain student databases and extract data into Word and Excel documents for monthly and annual reporting.
- Schedule and coordinate individual and departmental meetings.
- Record, compile and distribute department meeting minutes.
- Receive and screen confidential and sensitive communications pertaining to Pre-Collegiate Programs students, parents, staff, and Human Resources, using judgement and discretion.
- Regularly communicate Pre-Collegiate Programs’ policies and procedures to staff, students, and the general public as required; route campus requests for Pre-Collegiate Programs’ support as appropriate.

**Secondary Duties:** Performs other duties as assigned.

**Work Environment:** Duties take place mostly in an office setting located at Sonoma State University. The normal work schedule is Monday through Friday aligned with regular campus hours. 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. 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 a high school degree or technical/vocational program and a minimum of three years administrative work experience involving program administration and/or an equivalent combination of education and experience involving study, analysis, and/or evaluation leading to the development of improvement of administrative policies, procedures, practices, or programs. The incumbent must have a thorough knowledge of standard office systems and the ability to use a broad range of standard office technology to support duties of the position. Bachelor’s degree highly preferred. Must demonstrate 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. Intermediate proficiency with computers and Microsoft Office required. Knowledge of Google Suite and PeopleSoft preferred. Bi-lingual Spanish/English preferred.

The incumbent must have the ability to learn, interpret, and apply a variety of complex policies and procedures; demonstrate the ability to maintain accurate records with a high level of attention to detail; ability to independently handle large, multiple work unit priorities, projects, and meet critical, cyclical deadlines in a timely manner; analyze operational and procedural problems and develop, recommend, and evaluate
proposed solutions. The incumbent must have the ability to work effectively both independently and as part of a team or in group situations; solve problems using reasoning and judgment to develop practical, thorough, and creative solutions; prioritize multiple tasks to meet changing priorities; use negotiation and persuasion skills to achieve results and expedite projects; perform business math, analyze budgetary data and limited math analysis, and make projections requiring some inference; be detail-oriented and possess strong organizational skills; exercise discretion when handling interpersonal situations and matters of a confidential nature; and possess experience responding with sensitivity to individuals from diverse backgrounds. The incumbent must be able to 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 and must be able to accept constructive feedback. The incumbent may be required to meet the standards of the University Conflict of Interest policy if performing purchasing with the ProCard.