Student Support, Success & Retention Student Services Coordinator

POSITION INFORMATION

Type of Action Requested:* New (Create a new Position Description)

Internal Team:* SL-Dean of Students-142000

Job Code/Employee Classification:* SSP III

Job No: 3084

Classification Title: Student Services Professional III

MPP Job Code:

Position Number: New Position # Request

Position no: SL-00011032

CSU Working Title:* Student Support, Success & Retention Student Services Coordinator

Salary Range/Grade: 3084-RANGE A-Grade-1

Minimum $ 4,691.00

Maximum $ 6,683.00

Reports To: Asst Dean Student SSR

Campus:* San Luis Obispo

Division:* Student Affairs

College/Program:* Dean of Students

Department:* Dean of Students - 142000

FLSA Status:* Exempt

SENSITIVE POSITION

Sensitive Position: ☐ Yes ☐ No
Job Summary/Basic Function:* The mission of the Dean of Students (DOS) Office is to serve as a resource for helping students resolve university-related issues and concerns and advance to degree. We are committed to supporting the academic success of students by fostering the development of integrity and problem-solving skills; teaching self-advocacy and personal responsibility; and providing students with opportunities to learn and practice the fundamental principles of good citizenship, responsible leadership, and the importance of diversity in a global society.

Under general direction by the Associate Dean of Students for Student Support, Success, and Retention (SSSR), the SSSR Student Service Coordinator serves as a primary resource for overseeing reports of behavioral concerns on campus as well as responding to inquiries and providing appropriate follow-up reports. The Student Services Coordinator will work closely with the associate deans for SSSR in their capacity to support the six academic colleges at Cal Poly, which include the College of Science and Math (COSAM), College of Agriculture, Food, and Environmental Sciences (CAFES), College of Engineering (CENG), College of Architecture and Environmental Design (CAED), College of Liberal Arts (CLA) and Orfalea College of Business (OCOB).

The SSSR Student Services Coordinator will assist students navigating and accessing campus and community resources and provide advocacy, resources, and referrals for services. The position supports students struggling to navigate the university system, students with current and emerging mental, psychological, or physical health issues and students experiencing issues adjusting to academic and social life. In addition to supporting students, the SSSR Student Services Coordinator is also available to consult with faculty, staff, parents, and concerned others if they are worried about a student's behavior. The position works closely with the Student of Concern Team to assist with various aspects of program administration.

Minimum Qualifications:* Bachelor's degree and five years of professional experience in one of the student services program areas or in a related field; OR a Master's degree and four years of experience.
Required Qualifications:

General knowledge of individual counseling techniques.

Strong interpersonal and communication skills (oral and written) with demonstrated ability and commitment to work effectively and maintain cooperative working relationships with a wide range of constituencies in a diverse community. Excellent customer service and public relations skills including a very high level of diplomacy and professionalism.

Ability to advise students individually and in groups on varied and complex matters.

Ability to determine the appropriate course of action and proper techniques to utilize while engaged with individuals and groups in personal interactions of an argumentative or sensitive nature.

Ability to analyze complex situations accurately and adopt effective courses of action.

Thorough knowledge of the principles of individual and group behavior.

Knowledge of research and interview techniques, including the ability to obtain factual and interpretive information through interviews.

Ability to interpret and evaluate descriptions and explanations of problems brought forward by individuals or student organizations, analyze and define the problem, draw valid conclusions and project consequences of various alternative courses of action.

Thorough knowledge of the policies, procedures, and practices of the program to which assigned or the ability to quickly acquire such knowledge and the ability to interpret, communicate and apply such policies and procedures.

General knowledge of the principles, practices and trends of the Student Services field as well as general knowledge of the policies, practices, and activities of Student Services programs outside the program to which immediately assigned. Working knowledge of or ability to quickly learn University infrastructure, policies and procedures.

Ability to carry out professionally complex assignments without detailed instruction.

Excellent communication skills; ability to effectively communicate information in a clear and understandable manner, both verbally and in writing. Ability to draft and compose correspondence and professional reports.

Thorough knowledge of English grammar, spelling and punctuation.

Ability to speak publicly in large groups.

Ability to use initiative and resourcefulness in planning work assignment and implementing long-range program improvements.

Ability to effectively lead and provide work direction to others.

Ability to collect, compile, analyze and evaluate data and make verbal or written presentations based on these data.

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.

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.
**Preferred Qualifications:**

Master's Degree in a related field (social work, counseling, public health, psychology) or Licensed Clinical Social Worker (LCSW).

Three years of case management experience.

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

Experience with a community non-profit or social services agency.

Ability to speak conversational Spanish.

Demonstrated skills in marketing and development

**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 "Exempt" and is not subject to the 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.

NCAA:*  

Conflict of Interest:*  

Supervises Employees:*  

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**Job Duties**
## JOB DUTIES

<table>
<thead>
<tr>
<th>% of time</th>
<th>Duties / Responsibilities</th>
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<tbody>
<tr>
<td>90</td>
<td>Provide consistent, accurate, complete, sensitive, and uniform academic advising services to current and prospective students. Advise students on all issues related to their progress towards degree, such as curriculum sequences, prerequisites, unit loads, course substitutions, articulation agreements, and university academic policies. Participate in recommendations about academic probation and disqualification and execute necessary processes. Monitor students on academic contracts and monitor student progress through their curricula. Maintain student records and process student-related paperwork, i.e. academic and administrative disqualification letters, placement and removal of registration holds. Train, schedule, and assign work to Peer Advisors providing student academic services. Ensure that department heads are apprised of changes in curricular and graduation requirements, policies concerning placement examinations, registration, petitions, graduation, etc. Provide feedback to departments concerning patterns of student problems and curricular issues. Assist other CAFES Academic Advisors with new student orientation and advising programs, e.g. Student Orientation, Advising, and Resource Program (SOAR), Open House, Fall Preview, and WOW. Assist with all advising programs in the College. Refer students to other student support and educational services on campus such as career services, health services, study skills seminars, disability resource center, academic workshops, etc. Take referrals from faculty for unique student situations (not just academic ones).</td>
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| 10        | Perform other job-related duties and special projects as assigned. Attend training and maintain skill currency as appropriate to safely and effectively complete assignments. |

## SELECTION CRITERIA

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<th>SL - Values diversity</th>
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<td>Demonstrates skill in engaging with multiple groups to identify and solve issues and ensure mutual benefit</td>
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## POSTING DETAILS

### Advertising Summary:

Cal Poly's Office of Student Support, Success & Retention provides direct support to Cal Poly's six academic colleges. We ensure student success by facilitating referrals, support and advocacy through nonclinical interventions. We also provide follow-up services in collaboration with other university departments or individuals, community agencies, parents or guardians, and stakeholders in the students' success. We assist students who struggle in areas such as psychological health, physical health, relationship issues, family crisis, life trauma, social adjustment, and interpersonal conflict.

### Advertisement text:

**CAL POLY**
Job Summary

Under general direction by the Associate Dean of Students for Student Support, Success, and Retention (SSSR), the SSSR Student Service Coordinator serves as a primary resource for overseeing reports of behavioral concerns on campus as well as responding to inquiries and providing appropriate follow-up reports. The Student Services Coordinator will work closely with the associate deans for SSSR in their capacity to support the six academic colleges at Cal Poly, which include the College of Science and Math (COSAM), College of Agriculture, Food, and Environmental Sciences (CAFES), College of Engineering (CENG), College of Architecture and Environmental Design (CAED), College of Liberal Arts (CLA) and Orfalea College of Business (OCOB).

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Department Summary

The mission of the Dean of Students (DOS) Office is to serve as a resource for helping students resolve university-related issues and concerns and advance to degree. We are committed to supporting the academic success of students by fostering the development of integrity and problem solving skills; teaching self-advocacy and personal responsibility; and providing students with opportunities to learn and practice the fundamental principles of good citizenship, responsible leadership, and the importance of diversity in a global society.

Key Qualifications

- General knowledge of individual counseling techniques.
- Strong interpersonal and communication skills (oral and written) with demonstrated ability and commitment to work effectively and maintain cooperative working relationships with a wide range of constituencies in a diverse community. Excellent customer service and public relations skills including a very high level of diplomacy and professionalism.
- Ability to advise students individually and in groups on varied and complex matters.

Education and Experience

Bachelor's degree and five years of professional experience in one of the student services program areas or in a related field; OR a Master's degree and four years of experience.

Salary

Anticipated Hiring Range:

Classification Range:

Cal Poly

Known for its Learn by Doing pedagogy, Cal Poly is the flagship of the world-renowned California State University system. Annually recognized as one of the top public universities in the nation, Cal Poly continues to offer an academic curriculum based on learned experience gained through real-world practice. Located in San Luis Obispo, Cal Poly is nestled comfortably among the coastal foothills, minutes from the Pacific Ocean and equidistant to the Bay Area and Los Angeles.

Cal Poly offers a best-in-class benefits program, including health, dental and vision insurance, retirement participation in the Public Employees' Retirement System, and educational benefits for eligible employees. See our benefits website for additional information.

Diversity Statement

At Cal Poly, we believe that cultivating an environment that embraces and promotes diversity is fundamental to the success of our students, our employees and our community. Bringing people together from different backgrounds, experiences and value systems fosters the innovative and creative thinking that exemplifies Cal Poly’s values of free inquiry, cultural and intellectual diversity, mutual respect, civic engagement, and social and environmental responsibility.

Cal Poly’s commitment to diversity informs our efforts in recruitment, hiring and retention. Cal Poly is an affirmative action/equal opportunity employer.
Supplemental Information

Following a conditional offer of employment, a background check (including a criminal records check) must be completed satisfactorily before any candidate may start work with Cal Poly. Failure to satisfactorily complete the background check may result in the withdrawal of the offer of employment. Current employees who are offered positions on campus will be required to undergo a background check for any position where a background check is required by law or that Cal Poly has designated as sensitive.

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.

This position may be “Designated” under California State University’s Conflict of Interest Code. This would require the filing of a Statement of Economic Interest on an annual basis and the completion of training within 6 months of assuming office and every 2 years thereafter.

**USERS AND APPROVALS**

**Justification for Position:**
For all positions, please summarize the following points for budget and senior leader review. Please note, this information is required; and requests will be returned if not completed:

- **Business Need:** What operational or strategic goals will this role support? What are the consequences of not filling it?
- **Impact on Operations:** What are the anticipated benefits to business operations (i.e. enable greater customer service focus, decrease backlog, serve students more efficiently, etc.)?
- **Anticipated Cost:** What is the overall cost for the role (include base salary range + average benefit cost, advertising, relocation, and hiring bonus, if applicable)?
- **Budget Analysis:** How is this position to be funded? If funded from current departmental operating funds, please indicate if department has sufficient budget to support the hire.
- **Changes to Position:** For existing positions, list changes (if any) you are making to this position number (i.e. change to classification, time basis, reports-to, etc.):
- **Additional information for new MPPs:**

**Hiring Administrator:** Laurie Kobliaka

**Approval process:**
SL - Staff - New PD - Edits

<table>
<thead>
<tr>
<th>1. Appropriate Administrator:</th>
<th>Blanca Martinez-Navarro ✓ Approved Oct 9, 2019</th>
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<tr>
<td>2. Human Resources:</td>
<td>Quinn Tanner ✓ Approved Oct 9, 2019</td>
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<td>3. Dean (Academic) or Department Head (Non-Academic):</td>
<td>Kathleen Perlmutter ✓ Approved Oct 9, 2019</td>
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</tbody>
</table>

**HR/Faculty Affairs Representative:**
Quinn Tanner