

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, equity, 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:** Reporting to and under general direction of the Director of Operations (Director), the Communications and Operations Specialist performs varied administrative, technical and analytical duties in support of the Dean, the Director, and departments/Schools within the College of Humanities, Social Sciences and the Arts. The Specialist serves as a main resource for the Dean, the Director, faculty, staff, students, and the community, in diverse and limited to moderate complex matters of policy, procedure, and practice. The Specialist is expected to use independent judgement to make decisions, interpret and apply policies and procedures, perform research when needed, prepare and analyze various reports, provide support documentation and provide general office assistance. Assignments require handling of multiple work priorities and accountability for own work results. Contacts involve interaction with all levels inside and outside the university, and may include dealing with sensitive and confidential information.

**Major Duties:** Major duties of the position include, but are not limited to, the following:

- Actively participates in administrative operations, and analyzes operational and procedural problems and develops, recommends, and evaluates proposed solutions; attends professional training sessions; and establishes cooperative working relationships with faculty, staff, students and other outside entities as appropriate.
- Makes decisions, interprets, and applies a wide range of policies and procedures in order to align with campus goals and the Dean's priorities. Determines appropriate solutions for procedures and adheres to procedures on a continual basis.
- Serves as a main administrative support and point person; this includes, but is not limited to, answering phones, greeting students and visitors, responding to email communications, administering various listservs, maintaining social media communications, website(s), and electronic board messaging, as well as developing marketing publications (i.e., brochures, newsletters, flyers, announcements).
- Shares in coordinating all aspects of special events, including, but not limited to, planning, promoting, contract administrating, hospitality, day-of coordinating, expense tracking, and any appropriate follow-up after each event. The Specialist is responsible for adhering to all current campus event and hospitality policies.
- Prepares and processes requisitions, direct pays, reimbursements, and Procard purchases, and ensures correct coding and available funding. Tracks all expenses and assists with monthly budget reconciliation of OE and trusts. Works with Financial Services to resolve discrepancies. Processes journal reclasses to move expenses as needed. Serves as back-up cash handler for the College.
- Serves as initial reviewer for all department-funded requests for travel and other reimbursements. Keeps staff informed of travel authorizations and expenses.
- Assists with course scheduling data entry in Peoplesoft.
- Applies appropriate policies and procedures for hiring student employees, including postings, forms, communications, and payroll tracking. Coordinates all student employee monthly payroll.
- Acts as lead for administrative tasks related to Tenure-Track searches, including postings, forms, campus recruitment system coordination, schedules, and candidate travel reimbursements.
- Coordinates facilities, furniture, and equipment needs, including submitting and tracking work orders, obtaining quotes, purchasing, budget tracking, key coordination, mail distribution, scheduling of conference rooms, providing support and upkeep for central copiers and workroom, and maintaining equipment and property inventory.
- Coordinate campus clearances process.

- Serves as safety officer and emergency coordinator, and lead for all safety and emergency initiatives.
- Supports and provides administrative back-up during busy times and absences.

The Specialist may provide lead work direction to support staff and provide training and guidance to others. The Specialist interacts at all and the highest levels within and outside the university and may deal with sensitive and highly confidential information or situations

**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. The normal work schedule is Monday through Friday aligned with regular campus hours. Your specific start time is determined by your Appropriate Administrator. 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. 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.

This position requires, with or without reasonable accommodations, the ability to frequently sit, move or stand for office and/or event functions, be at a computer for 6-8 hours/day, occasionally reach with hands and arms, climb or balance, stoop and kneel and lift objects of up to 20 lbs in weight.

**Minimum Qualifications:** This position requires a Bachelor's degree and/or equivalent training and administrative work experience involving study, analysis, and/or evaluation leading to the development or improvement of administrative policies, procedures, practices, or programs. Three years of experience in office administration is preferred. Working knowledge of social media communications using Facebook, Twitter, Instagram is preferred. Intermediate proficiency with computers and Microsoft Office Suite (Word, Excel) required. Knowledge of Google Suite, Qualtrics, Drupal, desktop publishing and PeopleSoft preferred.

In addition, typical knowledge and skill requirements include:

- Working knowledge of general practices and programs of an academic unit. Basic knowledge of and ability to apply fundamental concepts. Working knowledge of budget policies and procedures.
- Thorough knowledge of office systems and/or the ability to learn and use a broad range of technology, systems, and packages with the ability to update and retrieve information from relational database applications.
- Knowledge of basic methods and procedures for research and statistical analysis and the ability to apply them.
- Ability to learn, interpret, and apply a wide variety of policies and procedures relating to and impacting the academic unit.
- Ability to analyze data and make accurate projections using business mathematics and basic statistical techniques.
- Ability to prioritize and perform multiple tasks; work independently with little or no supervision.
- Ability to independently handle large, multiple work unit priorities and projects and meet cyclical deadlines in a timely manner.
- Ability to organize and plan work and projects including handling multiple priorities.
- Ability to maintain accurate records with a high level of attention to detail
- Ability to make independent decisions and exercise sound judgment, discretion and initiative in performing complex work.
- Must have strong written and oral communication skills, including use of English grammar, spelling, and punctuation

- Demonstrated ability to serve as a liaison for the academic unit.

In addition, the Specialist must be able to work effectively both independently and as part of a team; solve problems using reasoning and judgment to develop practical, thorough and creative solutions; and be detail oriented and possess strong organizational skills. The Specialist must operate with a high degree of confidentiality, sensitivity, discretion and maintain confidence when dealing with difficult situations and individuals. The Specialist 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. Must be able to accept constructive feedback and work cooperatively in group situations. Must also possess the ability to operationalize sustainability concepts (economy, society, environment) into all aspects of performing job duties. This position may be required to meet the standards of the University Conflict of Interest policy if performing purchasing with a ProCard card.