

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 supervision of the Associate Director, Student Center and Event Operations, with additional lead work direction from the Student Center Event Operations and Administrative Specialists and Student Center Tech Coordinator, the Student Center Administrative Support Coordinator initiates, coordinates, and implements a variety of administrative duties in support of the operations of the Student Center. The incumbent is responsible for coordination of support functions for the unit and supports projects and events often involving coordinating, prioritizing, and monitoring through completion. The incumbent oversees project coordination and provides lead work direction and training and assistance to other support staff. Contacts involve coordinating and working with individuals at all levels within the organization as well as patrons and customers utilizing campus venues.

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

- Provides general administrative and customer service support to Student Center staff, students, patrons, events and daily operations occurring in all Student Center spaces.
- Coordinates projects, events, and meetings in support of the Student Center operations; as well as maintains calendars and schedules.
- Provides lead work direction and training to support staff; assists with hiring input and leadership for student assistants.
- Supports the Info + Tickets desk in daily administrative operations.
- Works with Operations and Info + Tickets Desk staff to ensure Student Center clients and guests expectations are met.
- Responds to online, phone, e-mail and in-person inquiries for patrons and for events hosted by and/or at Sonoma State University.
- Gathers and organizes information and data; enters data into databases and department systems; assembles reports.
- Communicates with host organizations regarding ticketing needs.
- Provides onsite support to staff and with ticket sales/ticket scanning for events.
- Assists support staff in unlocking and locking the Student Center as well as performs routine walkthroughs to ensure cleanliness, maintenance and security.
- Assists Student Coordinators and administrative staff with special projects, including, but not limited to, conducting ongoing training sessions, warehouse and building inventory, and minor A/V and equipment checks.
- Provides support to events including setting up/taking down as needed.
- Ensures the Student Center and Seawolf Plaza is in good working condition; reports all major staff, event and maintenance issues to Student Coordinators and/or administrative staff promptly.
- Updates and maintains forms and handouts for unit use; designs and customizes forms and databases; and provides word-processing and spreadsheet support using Microsoft Word and Excel.

Secondary Duties: Performs other secondary duties as assigned.

Work Environment: Duties will primarily take place in the Student Center, 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 hourly intermittent to meet operational needs of the department. 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. Regular evening and weekend hours will 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.

This position requires, with or without reasonable accommodations, the ability to frequently stand for office and/or event functions, occasionally reach with hands and arms, climb or balance, stoop and kneel and lift objects of up to 30 lbs in weight.

Minimum Qualifications: This position requires a high school degree or technical/vocational program degree, and at least two years of related, progressive office experience, or an equivalent combination of education and experience to be proficient in performing work assignments. Thorough knowledge of English grammar, spelling, and punctuation and be able to clearly communicate orally and in writing is required. General A/V knowledge and experience preferred. Intermediate proficiency with computers, Google Suite and Microsoft Office Suite (Word, Excel) required. Knowledge of 25Live, Audience View, and PeopleSoft preferred.

In addition, typical knowledge and skill requirements include:

- Thorough, detailed knowledge of applicable university infrastructure, policies, and procedures.
- Thorough knowledge of office systems and ability to use a broader range of technology, systems, and packages.
- Ability to independently handle multiple work unit priorities and projects.
- Ability to apply independently a wide variety of policies and procedures where specific guidelines may not exist.
- Ability to perform standard business math, such as calculate ratios and percentages, track financial data, and make simple projections.
- Ability to draft and compose correspondence and standard reports.
- Ability to handle effectively a broader range of interpersonal contacts, including those at a higher level and those sensitive in nature.

The incumbent must possess outstanding customer service skills, excellent communication skills, and possess a positive and motivating professional attitude. The incumbent must possess the ability to learn and apply information and instructions; solve problems; prioritize multiple work responsibilities; complete projects and tasks in a timely and effective manner with good attention to detail; possess the ability to adapt and be flexible in an ever-changing work environment; and adapt and handle unplanned event changes with professionalism. 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 demonstrate proven decision-making skills. Must also possess the ability to operationalize sustainability concepts (economy, society, environment) into all aspects of performing job duties.