



# POSITION DESCRIPTION

**Department:** College of Business Administration  
**Working Title:** Student Success Program Coordinator  
**Job Code:** 1035  
**Time Base:** 1.0  
**Position Number:** 00000594  
**Union / Unit (if applicable):** California State University Employees Union (CSUEU)/Unit 7

**Position Reports To:** Associate Dean, CoBA  
**Classification:** Administrative Support Coordinator I  
**Range Code:** 1  
**Exempt or Non-Exempt:** Non-Exempt  
**Last Update:** 5/11/2022

**PURPOSE OF POSITION:**

Reporting to the Associate Dean of CoBA, the Student Success Program Coordinator independently coordinates the day-to-day operations of the Student Success programs and services for the College of Business Administration. We are seeking a highly motivated individual with a commitment to students' personal and professional development. Due to the nature of this position, it requires a high degree of professionalism as the coordinator will work with both external (employers, volunteers) and internal (Executives in Residence, faculty, staff, students) stakeholders. The position is responsible for coordinating all student success programs including, but not limited, to professional mentorship, student org leadership and council, and business professional development in collaboration with the director. Event and program delivery will require presentation skills with the ability to address large audiences. The coordinator assists the Director of Student Success in targeted outreach to students, with the programs' application review and admission processes; tracking the programs' progress of student services, and various administrative duties; and coordinating and implementing events. Availability during the evenings and weekends is required throughout the year.

**MAJOR RESPONSIBILITIES:**

	<u>%OF TIME</u>
Coordination of Student Success Programs and Administrative Support	60%
Student Services Support and Retention	10%
Event Management	30%

**LIST OF DUTIES FOR EACH MAJOR RESPONSIBILITY:**

**Coordination of Student Success Program and Administrative Support**

- Coordinate student success programs including but not limited to business professional development, student organizations, mentor programs, and employment success programs.
- Serve as primary contact and/or resource to faculty, staff, students, campus departments and outside parties regarding the programs.
- Work with the administrative support assistant with onboarding instructors/volunteers and ensuring timely communication with colleagues.
- Communicate appropriate policies and procedures to faculty, staff, volunteers, and students by providing interpretation and recommendations for resolution of difficulties.
- Investigates and assists in seeking solutions to problems presented by faculty, staff, and administrators.
- Notifies faculty of student situations and helps resolve academic matters particularly regarding BUS 300; completes follow-up analysis to ensure student success through graduation.
- Works with the administrative support assistant to schedule BUS 300 course times and rooms as well as poll instructors. Initiates requests for appropriate reports from Institutional Planning or Enrollment Management Services as needed.
- Work with the Associate Dean to develop the annual program budget.
- Maintain accurate record keeping for program budget and reconcile on a yearly basis with the assistance of the budget analyst.

- Develop and improve office workflow and procedures.
- Maintain program websites in coordination with the Director of Marketing and Communication.
- Coordinate student excellence awards in BUS 300.
- Coordinate and implement training and onboarding for new student assistants and administrative assistants in the relation to student success programs.

### **Student Services Support and Retention**

- Frequently discusses with the Director of the Student Success trends and reporting data that are required for successful post-graduate outcomes.
- Enhance and maintain the tracking of benchmarking for the programs and services we offer.
- Collect and compile data for AACSB post-graduation employment reporting as well as for all other success programs (e.g., career plan surveys, mentor and employment program surveys).
- Processes documents and records, gathers data, prepares standard reports.
- Work independently on day-to-day operations under general direction related to student success programs' growth and retention goals with the ability to creatively problem-solve and handle multiple projects.
- Creates PowerPoint decks for various campus and external audiences.
- Assists students in distress and provide resources for the resolution of personal and academic issues.
- Review, analyze, and process all student program admission paperwork.
- Maintains necessary confidential records as documentation of student issues and processes.
- Oversee the appropriate and accurate keeping of student records.
- Monitor student performance in year-over-year program tracking and engagement.
- Maintain and act as administrator in engagement programs software (e.g., Sutable).
- Serve as point of contact for all student issues and concerns.
- Act as liaison for various offices such as SLIC, Global Programs, Student Centers, Undergraduate Studies, etc.

### **Event Management**

- Plan and coordinate all student success events such as etiquette dinners, student organization leadership retreats and meetings, networking events, and orientations for programs.
- Create presentations for and deliver them at various program events.
- Select and coordinate volunteer and paid speakers for engaging with student organizations and programs.
- Develop and maintain master calendar of student services activities to ensure accurate implementation and follow up.
- Assist Director of Marketing and Communication with social media content creation and student outreach.
- Communicate directly with students in programs to increase attendance and engagement.
- Establish and maintain accurate and reliable budget information for events. Reconcile ProCard expenses.
- Interface with suppliers and negotiate leases and supplier contracts.
- Prepares or assists with preparation of documents such as flyers, newsletters, and email communication, etc.
- Order audio/video equipment as needed.
- Assists with special projects as needed.
- Work with the administrative support assistant in coordination of speakers, vendors, room reservations, and participants.
- Assist in coordination and/or participation in all efforts to publicize events.
- As needed, work with campus departments to ensure CoBA event requirements and campus-wide policies and procedures are upheld.

### **PROVIDES LEAD DIRECTION OF OTHERS:**

Student assistants and administrative support assistants as needed

### **REQUIREMENTS OF POSITION:**

#### **1. List certificates, licenses, or education required**

- Four years of progressively responsible administrative /office experience with knowledge of office methods, procedures and practices; or equivalent combination of education and experience.

Preferences:

- Previous experience with student success programs and event planning.
- Experience with graphic design (Adobe products and Canva)
- Experience with budget tracking and reconciliation.
- Understanding of the academic environment and the operation of a university department.

**2. List additional knowledge, skills, and abilities required for this position**

- Excellent oral and written communication skills. Ability to effectively present ideas and concepts in written and oral format and to prepare clear, concise, and easily understandable reports.
- Strong organizational and communication skills to communicate effectively with diverse faculty, staff, students, and the general public.
- Effective presentation skills; ability to make presentations to a variety of audiences.
- Must have effective analytical and problem-solving skills.
- Ability to handle interpersonal interactions at all levels within the organization and those sensitive in nature.
- Ability to perform work independently under general direction related to goals of the programs.
- Demonstrated organizational skills.
- Must be proficient with Microsoft (MS) Suites including MS Word, MS Excel, MS FrontPage, MS Outlook, MS PowerPoint. Must be proficient with electronic mail and web-based applications.
- Must have excellent customer service, interpersonal, as well as a demonstrated commitment to the principles of diversity and multiculturalism.
- Demonstrated ability to research, analyze and interpret data to develop sound conclusions and make appropriate recommendations on findings. Demonstrated knowledge of data collection and basic research methods required.
- Ability to work independently and be accountable for work activities and follow-through on assignments. Results oriented, detail-oriented approach to work is essential.
- Demonstrated ability to coordinate independently many different projects, prioritize, set respective deadlines and complete all projects accordingly
- Ability to apply independently a wide variety of policies and procedures where specific guidelines may not exist
- Ability to work under pressure.
- Ability to prioritize workload due to changing demands.
- Ability to work in a fast-paced environment, using initiative and independent judgment to make decisions and complete tasks.
- Ability to evaluate, suggest and assist in the development of new procedures and practices as programs/offices change
- Demonstrated ability to establish and maintain a working relationship with others at all levels, both inside and outside the University.
- Demonstrated ability to work collaboratively with multiple constituents (including advisory board members, community members, faculty, staff, and volunteers).
- Ability to take the lead on projects and assignments; ability to work with both internal and external representatives to bring consensus on issues and to establish policies and procedures that may cross-departmental responsibilities.
- Expertise in investigating and analyzing problems with a broad administrative impact and implications. Ability to anticipate problems and address them proactively.
- Ability to coordinate work of others in the completion of assignments.
- Ability to learn and apply a variety of complex policies and procedures.
- Ability to draft and compose correspondence.
- Ability to respond to routine inquiries and disseminate information.
- Demonstrated ability to work effectively as a member of a team.
- Willingness to work flexible hours to meet the demands of the position as needed.
- Program coordination and planning skills to support partnerships.
- Demonstrated ability to present clear and concise information orally and in written reports
- Experience advising students individually and in groups on routine matters where required
- Demonstrated ability to establish and maintain cooperative working relationships with faculty, CSU administrators, student organizations, private and public agencies and others in committee work, and student advising and community contacts
- Demonstrated ability to demonstrate an awareness and appreciation of the cultural diversity of the University community, and establish and maintain cooperative and effective relations with University employees, students and the public
- Must be computer literate (database, electronic mail, word-processing, and spreadsheet applications in a PC windows

environment); must possess working knowledge of computers and student information systems

- Experience analyzing and evaluating transcripts, coursework, credits, records, and related materials to review applicants
- Experience providing academic, admissions, and financial aid advising to provide comprehensive services.

**3. List machines, tools, equipment, and motor vehicles used in the performance of the duties**

- Desktop dual-screen Personal Computer
- Photocopying machines
- Shredders
- Printers
- Scanners

**4. Unique working conditions**

- This position requires some evening and weekend work due to student and program events.

**5. Other employment requirements**

- This position is subject to a background check including, but not limited to, employment verification, education verification, reference checks and criminal record checks. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.
- Must participate in required campus trainings including, but not limited to, Information Security Awareness Training and Sexual Violence Awareness and Prevention “EDU: Eliminate Campus Sexual Misconduct”.

**PURPOSE AND NATURE OF WORK RELATIONSHIPS:**

Define working relationships with people on and off campus (other than supervisor or people supervised) with whom this employee interacts on a continuing basis, and how often this interaction occurs.

Faculty (part-time and full-time)	Respond to inquiries, provide data	daily
Students	Respond to questions, give directions, etc.	daily
General Public	Forward inquiries	daily
Accounting	signatures	bi-weekly
Procurement	Information/purchasing	weekly
Facility Services	Service, duplication	bi-weekly
Mail Services	Service	weekly
Communications	Provide data, service	as needed
Public Safety	Service	as needed
Vendors	Solicit info re: supplies, equipment	as needed
Business Community	Solicit info re: potential students etc.	weekly
Student Affairs	Hiring Process/Onboarding	bi-weekly
Enrollment Services	Graduate enrollment and graduation issues	weekly
Library	Thesis approvals and publication	periodically

**PHYSICAL EFFORT:**

Check the appropriate box for each of the following items which most accurately describes the extent of the specific activity performed by this employee on a daily basis.

Number of hours/day  
N/A 1-2 3-4 5-6 7+

1. Sitting				<u>X</u>	
2. Standing		X			
3. Walking		X			
4. Bending Over		X			
5. Crawling	X				
6. Climbing	X				
7. Reaching overhead	X				
8. Crouching	X				
9. Kneeling	X				
10. Balancing	X				
11. Pushing or pulling	X				

Number of hours/day  
N/A 1-2 3-4 5-6 7+

12. Lifting or carrying					
A. 10 lbs or less		X			
B. 11 to 25 lbs	X				
C. 26 to 50 lbs	X				
D. 51 to 75 lbs	X				
E. 76 to 100 lbs	X				
F. Over 100 lbs	X				
13. Repetitive use of hands/arms				X	
14. Repetitive use of legs	X				
15. Eye/hand coordination				X	

- 16. Driving cars, trucks, forklifts and other equipment
- 17. Being around scientific equipment and machinery
- 18. Walking on uneven ground

Yes	No
	X
	X
	X

**MENTAL EFFORT**

Number of hours/day  
N/A 1-2 3-4 5-6 7+

1. Directing others		X			
2. Writing		X			
3. Using math/calculations		X			
4. Talking		X			
5. Working at various tempos				X	
6. Concentrating amid distractions			X		
7. Remembering names		X			
8. Remembering details			X		
9. Making decisions		X			
10. Working rapidly			X		
11. Examining/observing details			X		
12. Discriminating colors		X			

**ENVIRONMENTAL FACTORS**

Number of hours/day  
N/A 1-2 3-4 5-6 7+

1. Inside					X
2. Outside		X			
3. Humid	X				
4. Hazards	X				
5. High places	X				
6. Hot	X				
7. Cold	X				
8. Dry	X				
9. Wet	X				
10. Change of temp	X				
11. Dirty	X				
12. Dusty	X				
13. Odors	X				
14. Noisy	X				
15. Working w/others			X		
16. Working around others			X		
17. Working alone			X		

## SIGNATURES

The last sheet for any staff position description should contain the signature sheet. Signatures will include the incumbent's signature (if applicable) or new employee; the supervisor's signature and all pertinent administrative personnel.

### Employee

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

### Appropriate Administrator (MPP)

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

### Dean/Department Head/Director/AVP (optional)

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_