

Special Programs & Systems Coordinator (Student Services Professional III)

PD No.:PD-6819

POSITION DESCRIPTION INFORMATION

To edit an approved Position Description scroll to the bottom of the form and press Update PD
Click OK in the pop-up window that appears to reset the approval process

POSITION INFORMATION

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

Internal Team:* FL-Admissions - 10012

Job Code/Employee Classification:* SSP III
Job Code: 3084

Classification Title: Student Services Professional III

MPP Job Code:

Position Number: SSP III
Position no: FL-10017384

CSU Working Title:* Special Programs & Systems Coordinator (Student Services Professional III)

Salary Range/Grade: 3084-RANGE A-Grade-1
Minimum: \$ 5,025.00
Maximum: \$ 7,159.00
Pay Frequency:

Reports to Supervisor: Brenda Hernandez

Reports To:* Senior Associate Director,
Admissions
Position no: FL-10005645

Campus:* Fullerton

Division:* VP, Student Affairs Office

College/Program:* Student Transitions

Department:* Admissions - 10012

FLSA Status: Exempt

Hiring Type: Probationary

Workplace Type (Exclude Inst Fac): On-site (work in-person at business location)

Pay Plan: 12 Months

Pay Plan Months Off:

POSITION DESIGNATION

Mandated Reporter:* Not mandated

Conflict of Interest:* None

NCAA: Yes No

Is this a Sensitive Position?: Yes No

Care of People (including minors) Animals and Property:	No
Authority to commit financial resources:	No
Access/control over cash cards and expenditure:	No
Access/possession of master/sub-master keys:	No
Access to controlled or hazardous substances:	No
Access/responsibility to personal info:	Yes
Control over Campus business processes:	No
Responsibilities requiring license or other:	No
Responsibility for use of commercial equipment:	No
Is this a Campus Security Authority (CSA):	<input type="radio"/> Yes <input checked="" type="radio"/> No
Serves a security function:	No
Designated recipient for crime/misconduct reports:	No
Significant responsibility for Student Activities:	No
Significant responsibility for Campus Activities:	No

Job Summary/Basic Function:*

Under general direction and reporting directly to the Senior Associate Director of Admissions, the Special Programs & Systems Coordinator serves to assist the university's development, recruitment, and enrollment of a qualified student body by coordinating and implementing special programs in the CSUF Office of Admissions and leading the work of other Student Services Professionals (I and II) as it pertains to the Systems unit within the Office of Admissions. Work assignments require a high degree of sound decision making and judgment to coordinate students in the special programs being able to successfully navigate the admissions process. Evaluation of records for admission eligibility and credit toward undergraduate and graduate degrees; interpret and apply provisions of Title V of the California Education Code and University policies relating to admission; analyzes the academic records; determine eligibility for admission to the specialized program; and monitors the flow of applicant files throughout the admission process. This includes, but is not limited to, the Transfer Success Pathways/Transfer Planner Program, Disney Aspire, Bring Back Titans initiative and any new programs established via, but not limited to, a CSUF MOU, Chancellor's Office, or legislature changes. Incumbent will review program enrollment and continuously verify student eligibility for program, follow-up when discrepancies arise, create and update communications and maintain interaction with enrollees. The position plays a key role in communicating with students, their families, counselors and other supporters in order to provide timely information to eradicate confusion and assist in navigating the admission process. Interacts with various members of the University community including administrators, faculty and staff. Facilitates presentations and workshops about the admission process or special program requirements. Incumbent may be required to work extended hours in peak times and/or weekends for special events as programming needs dictate. Other duties as assigned.

Minimum Qualifications:*

Bachelor's degree or the equivalent from an accredited four-year college or university in a related field including or supplemented by upper division or graduate course work in counseling techniques, interviewing, and conflict resolution plus three years of professional student services work in the field. A master's degree from an accredited college or university in Counseling, Clinical Psychology, Social Work or a job-related field may be substituted for one year of professional experience. A doctoral degree from an accredited college or university and the appropriate internship or clinical training in a relevant field may be substituted for three years of the required professional experience.

Ability to plan, develop, coordinate, supervise, and organize programs and activities. Ability to interact with a diverse student population, faculty, staff, and the public. Ability to analyze complex situations accurately and adopt effective courses of action. Ability to advise students individually and in groups on complex student-related matters. Ability to complete assignments without detailed instructions. Ability to establish and maintain cooperative working relationships with a variety of individuals. Possession of excellent verbal and written communication skills, as well as the ability to acquire knowledge of campus procedures, activities, and the overall organization.

A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position with the CSU. 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.

Required Qualifications:

Preferred Qualifications:

- Experience in Admissions or Registrar's Office at a public university.
- Master's Degree in a related field is preferred.
- Knowledge of CSU admission requirements, policies and procedures preferred.
- Three or more years of experience working in Undergraduate Admissions, Outreach or College Advising.
- Strong knowledge of and experience with using PeopleSoft Student Administration system, Cal State Apply and OnBase.

Special Conditions:

This position's current work location is on campus. Must be willing to work flexible hours on occasion in order to participate in evening and weekend meetings and programs.

License / Certification:

Supervises Employees:*

Yes No

If position supervises other employees; list position titles:

SSP I, SSP II


Job Duties

JOB DUTIES

% of time	Duties / Responsibilities	Essential / Marginal
50%	<p>Program Management</p> <ul style="list-style-type: none"> • This is an on-campus position where the individual assists with the management of the Transfer Success Pathway Program, Disney Aspire, Bring Back Titans initiative and various other programs per department need. • Reviews program agreements and determines eligibility of applicant and recommends appropriate next steps to guide students. • Design support programs to meet organizational objectives. • When necessary, makes admissions eligibility determinations using appropriate criteria, including knowledge and experience of records, transcripts, and official documents. • Assists in the collection and synthesis of data to assist campus leadership in enrollment related decisions. • Responsible for the coordination, development, implementation, and assessment of campus services, events and activities related to the special programs, including but not limited to information sessions, specific yield events, student visits, webinars, etc. • Responsible for the set up and maintenance of campus specific information in the Transfer Success Pathways agreements and the Transfer Planner. • Independently interpret and apply program rules and regulations. • Make decisions and carry through actions having implications with regard to other program or service areas. • Assists students in the development of education plans in order to transfer into the University within the designated time frame of the Transfer Success Pathways agreement. • Utilizes the Transfer Planner portal system to follow up with transfer success pathways students and provide necessary data for reports. • Incumbent will review Disney Aspire's Roll Call system and update applicant status as needed, in order to continuously verify student eligibility for program, follow-up when discrepancies arise, create and update communications and keep interaction with TSP enrollees. • Plan, direct, delegate, assess, and determine program functions, setting deadlines and completing projects accordingly. 	Essential
20%	<p>Communication</p> <ul style="list-style-type: none"> • Effectively counsel and advise students, parents, and counselors regarding the admission process and provide accurate and timely information. • Maintains contact and fosters relationships with prospective students, applicants, counselors, faculty, administrators and parents regarding these initiatives. • Provides admission information and pre-admission counseling to prospective students and applicants via phone, email, Service Now inquiry tickets and in person. • Follows up with students to ensure requirements for the programs are followed. • Resolve and respond to all inquiries made by campus partners, Chancellor's Office and external stakeholders (i.e. Disney Guild, College Counselors, etc.). • Communicates with campus leadership and admission offices regarding program agreements and utilization. • Provides updates for the website, social media, emails or any other communications to the program applicants/participants. • Assists in the framework for communication for prospective students, applicants, admits, and counselors that is sequential and consistent in message and tone related to the various programs. 	Essential

20%	<p data-bbox="291 145 449 172">Collaboration</p> <ul style="list-style-type: none"> <li data-bbox="291 184 1262 210">• Work collaboratively in the development and administration of program areas. <li data-bbox="291 222 1394 293">• Works with the Transfer Success Pathways manager at the CSU Chancellor's Office and other CSU Campus Transfer Success Pathways Coordinators. <li data-bbox="291 305 1325 332">• Collaborates with Residency Specialists regarding Residency for Tuition Purposes. <li data-bbox="291 344 1430 415">• Collaborates with Academic Affairs, including the Registrar to obtain information as it relates to eligible academic plans and articulation agreements. <li data-bbox="291 427 1415 498">• Collaborates with Information Technology staff to test, enhance and implement changes to different platforms used for special populations. <li data-bbox="291 510 1373 581">• On occasion, visits local community college and high schools; leading presentations or staffing tabling events as needed. <li data-bbox="291 593 1430 664">• Plan, organize, manage, direct, and train others in the formation, maintenance, and support of student and ancillary programs and services. <li data-bbox="291 676 1430 747">• Trains and leads student staff and full-time staff on the parameters of each program so they are adequately able to respond to inquiries from the community. <li data-bbox="291 759 1373 831">• Represents CSUF at various meetings, conferences and recruitment events on and off campus representing the programs as needed. <li data-bbox="291 842 1415 914">• Assists and lends support to the ongoing assignments of other colleagues within the CSUF Office of Admissions. 	Essential
10%	Other Duties as Assigned.	Essential

SELECTION CRITERIA

 There are no items to show

Physical Mental and Environmental Demands

**** Physical Mental and Environmental Requirements Must be Completed for all Positions ****

Please indicate the frequency (Constantly; Frequently; Occasionally; or Never) and whether or not the requirement is essential.

Physical and Mental Requirements

Bending:	Constantly
Climbing:	Never
Concentrating:	Constantly - Essential
Crawling:	Never
Decision Making:	Constantly - Essential
Keyboarding and Mousing:	Constantly - Essential
Lifting or Carrying up to 10 lbs.:	Occasionally
Lifting or Carrying up to 25 lbs.:	Occasionally
Lifting or Carrying up to 50 lbs.:	Occasionally
Lifting or Carrying over 50 lbs.:	Never
Performing Calculations:	Frequently - Essential
Pushing or Pulling:	Constantly - Essential
Reaching Overhead:	Occasionally
Repetitive Motion of Upper Extremities:	Constantly - Essential
Sitting:	Constantly - Essential
Standing:	Occasionally
Stooping Kneeling or Squatting:	Never
Walking:	Constantly - Frequently

To add additional Physical and Mental Requirements - Please provide the 1) Physical and/or Mental Requirement description; 2) Frequency (Constantly; Frequently; Occasionally; or Never) and 3) Whether it is Essential to the position:

Other Physical & Mental Requirement No. 1

Description:

Other Physical and Mental Req No.1 Frequency:

Other Physical & Mental Requirement No. 2

Description:

Other Physical and Mental Req No.2 Frequency:

Other Physical & Mental Requirement No. 3

Description:

Other Physical and Mental Req No.3 Frequency:

Other Physical & Mental Requirements:

Environmental Requirements

Drive motorized equipment: Never

Excessive Noise: Occasionally
Hazards: Never
Outdoor: Never
Elevated Work: Never
Extreme Temperature (hot or cold): Never
Indoor (Typical office environment): Constantly - Essential

To add additional Environmental Requirements - Please provide the 1) Environmental Requirement description; 2) Frequency (Constantly; Frequently; Occasionally; or Never) and 3) Whether it is Essential to the position:

Other Environmental Requirement No. 1
Description:
Other Environmental Req No.1 Frequency:
Other Environmental Requirement No. 2
Description:
Other Environmental Req No.2 Frequency:
Other Environmental Requirement No. 3
Description:
Other Environmental Req No.3 Frequency:
Other Environmental Requirements:

POSTING DETAILS

Advertising Summary:

Advertisement text:

USERS AND APPROVALS

Justification for Position: This is a new position made required by the addition of several high importance projects such as Disney Aspire, Transfer Success Pathway and Bring Back Titans.

Hiring Administrator:* Sharnette Underdue
Email address: sunderdue@fullerton.edu

Approval process:* FL - PD Approval (Staff/MPP) - No Dept. Head

1. MPP Supervisor/Associate Dean:	Brenda Hernandez ✓ Approved Jan 23, 2024
2. HR Classifier:	Christine Schloffer ✓ Approved Jan 29, 2024
3. Appropriate Administrator/Dean:	Sharnette Underdue ✓ Approved Feb 22, 2024
4. Position Management:	FL-HRDI PM ✓ Approved Feb 22, 2024

HR/Faculty Affairs Representative:* FL-HRDI Classifier
Email address: hrrecruitment@fullerton.edu