

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, 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:** Under general supervision of the Director of Upward Bound Sonoma and Napa Programs, the Upward Bound Program Coordinator initiates, coordinates, and implements a variety of administrative and fiscal duties in support of the assigned departmental programs. The incumbent is responsible for coordination of clerical work and administrative support functions and performs the full range of secretarial and administrative functions for various departmental programs. The incumbent makes recommendations on operational and procedural processes for the department; oversees project coordination; provides lead work direction, training, and assistance to other support staff, and provides back up to other staff in the department as needed. Work assignments involve using reasoning and judgment to develop practical, thorough, and creative solutions. Day-to-day work is performed relatively independently with general instructions, except for new assignments.

**Major Duties:** Working under general supervision, major duties of the position include, but are not limited to, the following:

- Perform reception, secretarial, and other general administrative support functions including responding to phone, e-mail, and in-person inquiries, researching and responding to inquiries from external vendors and/or clients, other campus departments; provide and model a high level of customer service to participants, faculty, staff, and on- and off-campus community partners;
- Prepare and update general correspondence, reports, graphs and spreadsheets, and other documents as assigned; enter data into databases and extract data into Google and/or Microsoft Office documents for monthly and annual reporting;
- Coordinate program events, workshops, and meetings to include scheduling on- and off-campus facilities and dining services and organizing the logistics of all alternate activities, preparing agendas, documents, and presentation materials;
- Coordinate participant field trips to include reserving campus tours, bus transportation, researching and arranging procurement of lodging, meals, and cultural activities. Assist the Program Director with creating and distributing detailed and accurate field trip itineraries for staff and students;
- Track and confirm event/field trip reservations and registrations; secure vendor contracts and coordinate processing contracts and following procedural policies; perform follow-up procedures to ensure open communication;
- Coordinate and assist department with student payroll processes; Perform research, gather and organize information and data related to student payroll, direct pay/invoicing processes, and the payment and billing process for internal and external organizations;
- Assist with procurement, Proccard, direct pay, expenditure, reimbursement, Concur, and invoice processing, assist in pulling reports from the University financial and Payroll systems to prepare reports as needed;
- Work with and communicate with department staff, other campus departments, and vendors regarding questions, discrepancies, etc., relating to processing payments/reimbursements; ensuring required forms are on file for vendors with Accounts Payable; and ensure invoices are processed in a timely manner;
- Coordinate and work collaboratively on special projects and assist department staff by providing administrative and general support; Provide work direction, training, and assistance to other support staff;
- Create, update, and maintain flyers, brochures, publications, and documents with graphics, i.e., flowcharts and timelines to assist directors with organization of program work processes;
- Assist ADP in the tracking and maintenance of departmental inventory, STEM, and data assets;

- Prepare orders for purchase by project directors;
- Maintain participants database and files to facilitate generation of monthly and annual reports;
- Communicate with and track program alumni for reporting purposes;
- Create, update, and maintain program information to be distributed to participants and parents;
- Maintain and update department policy and procedural manuals;
- Handle sensitive and confidential participant, staff, and parent information.

**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. As a non-exempt employee, any request for overtime will be specified and pre-approved by Appropriate Administrator. Evening and weekend hours will be required and 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. The position may require occasional travel, by automobile and airplane, and the incumbent must be able to work some night and weekend hours with overnight stays. This position may also be eligible to participate in the campus Telecommuting Program to engage in limited telecommuting as operationally feasible.

**Minimum Qualifications:** This position requires a high school degree or technical/vocational program and a minimum of two years administrative work experience involving program administration and/or an equivalent combination of education and experience involving study, analysis, and/or evaluation leading to the development of improvement of administrative policies, procedures, practices, or programs. The incumbent must have a thorough knowledge of standard office systems and the ability to use a broad range of standard office technology to support duties of the position. Bachelor's degree highly preferred. Must demonstrate sensitivity to the needs and characteristics of low-income and potential first-generation college students. Familiarity with the purpose and administrative operations of TRIO Programs highly preferred. Intermediate proficiency with computers, Google Apps, and Microsoft Office required. Bi-lingual Spanish/English preferred.

The incumbent must have the ability to learn, interpret, and apply a variety of complex policies and procedures; demonstrate the ability to maintain accurate records with a high level of attention to detail; ability to independently handle large, multiple work unit priorities, projects, and meet critical, cyclical deadlines in a timely manner; analyze operational and procedural problems and develop, recommend, and evaluate proposed solutions. The incumbent must have the ability to work effectively both independently and as part of a team or in group situations; solve problems using reasoning and judgment to develop practical, thorough, and creative solutions; strong writing skills to produce professional business correspondence including editing, grammar, spelling, and proofreading skills; identify and solve standard problems and refer more complex problems to appropriate staff; prioritize multiple tasks to meet changing priorities; use negotiation and persuasion skills to achieve results and expedite projects; perform business math, analyze budgetary data and limited math analysis, and make projections requiring some inference; be detail-oriented and possess strong organizational skills; recognize and correct discrepancies between related documents, to detect and correct inappropriate or missing information for forms completion and data entry; exercise discretion when handling interpersonal situations and matters of a confidential nature; and possess experience responding with sensitivity to individuals from diverse backgrounds. The incumbent 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 and must be able to accept constructive feedback. The incumbent may be required to meet the standards of the University Conflict of Interest policy if performing purchasing with the ProCard.