

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 Associate Director of Pre-Collegiate Programs Business Operations, the Pre-Collegiate Programs Data Coordinator works independently and in collaboration with multiple directors and staff in the department to oversee the data administration and clerical operations of Pre-Collegiate Programs. The incumbent provides leadership in administration of and improvements to data and inventory policies and procedures, especially relating to program reporting, academic and outreach services, and coordination with other campus offices and staff. The incumbent initiates, coordinates, and implements a variety of data, administrative and inventory duties in support of Pre-Collegiate Programs; provides lead work direction, training, and guidance to other support staff; and provides back up to other staff in the department as needed. Work assignments require professional interaction at the highest levels within and outside the university.

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

- Provide lead work direction, orientation, guidance and training to Student Assistants and other support staff in a shared capacity with the Associate Director of Pre-Collegiate Programs; trains departmental staff on the use of computerized record keeping;
- Serve as first point of contact for data inquiries and concerns; researching and responding to phone and e-mail inquiries from external school site administrators, other campus departments, and processing work requests for the department; Provide and model a high level of customer service to students, faculty, staff, and on- and off-campus community partners;
- Responsible for recruitment, scheduling, training, facilitation of work assignments, motivation and retention of student personnel, taking full accountability for work flow and completion of work for the assigned staff;
- Maintain and update department policy and procedural manuals as needed; Interact with all levels within and outside the university to ensure systems and processes are fully operational;
- Maintain, gather, and analyze data and information for various purposes including tracking, monitoring, coordinating and/or compiling department data and inventory systems, to better serve the department and campus community;
- Perform research, gather, organize, and analyze information and data related to program implementation and evaluation, student payroll, direct pay/invoicing processes, and the payment and billing process for internal and external organizations;
- Assist with the distribution, tracking and maintenance of inventory, instructional and STEM assets of the department; assist with the implementation of STEM programming;
- Prepare and update general correspondence, reports, graphs and spreadsheets, and other documents as assigned; Assist in preparing drafts of guidelines, reports, manuals, and bulletins;
- Maintain paper and/or electronic documentation for participant, inventory, and program forms; maintain databases and extract data into document, slideshow, or spreadsheet formats for monthly and annual reporting;
- Report impacts and information on grant documentation to ADP with recommendations or solutions to implement immediate or long-term policies;
- Schedule and coordinate individual and departmental meetings for the purposes of expediting data and annual reporting needs;
- Receive and screen confidential and sensitive communications pertaining to Pre-Collegiate Programs participants, parents, staff, and Human Resources, using judgement and discretion;

- Regularly communicate Pre-Collegiate Programs' data policies and procedures to staff, participants, and the general public as required.

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 three 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 and Microsoft Office required. Knowledge of Google Suite and PeopleSoft preferred. 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; 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; 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.