

# Assistant Director, Black Student Academic Success (Student Services Professional IV)

PD No.:PD-8164

## 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-Black Student Academic Success - 10472

**Job Code/Employee Classification:\*** SSP IV  
Job Code: 3086

**Classification Title:** Student Services Professional IV

**MPP Job Code:** NA

**Position Number:** SSP IV  
Position no: FL-10018104

**CSU Working Title:\*** Assistant Director, Black Student Academic Success (Student Services Professional IV)

**Salary Range/Grade:** 3086-RANGE A-Grade-1  
Minimum: \$ 6,019.00  
Maximum: \$ 8,585.00  
Pay Frequency:

**Reports to Supervisor:** Patience Bryant

**Reports To:\*** Executive Director, Black Student Academic Success  
Position no: FL-10006442

**Campus:\*** Fullerton

**Division:\*** VP, Academic Affairs

**College/Program:\*** Provost/VP, Acad Affairs

**Department:\*** Black Student Academic Success - 10472

**FLSA Status:** Exempt

**Hiring Type:** Probationary

**Workplace Type (Exclude Inst Fac):**

**Pay Plan:** 12 Months

**Pay Plan Months Off:**

## POSITION DESIGNATION

**Mandated Reporter:\*** General - The person holding this position is considered a general mandated reporter under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083, revised July 21, 2017.

**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):**  Yes  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

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#### POSITION DETAILS

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**Job Summary/Basic Function:\***

Reporting to the Executive Director, Black Student Academic Success, the Assistant Director, Black Student Academic Success provides holistic support and guidance to Black/African American students at California State University, Fullerton by focusing on academic achievement, personal development, and retention. This role involves creating a welcoming environment that fosters belonging and provides support services for Black/African American students through case management towards graduation, fosters belonging and promotes student success through individualized coaching, developing workshops, trainings, and events, and coordinating centralized assessment of student success initiatives geared towards closing equity gaps and addressing campus climate and community-building initiatives.

Utilizes data to develop and assess tailored Black/African American student retention, academic success, basic needs, and services and programs in partnership with the coordinator for the African American Resource Center (AARC). Connects Black/African American students to appropriate programs and services both on campus and off-campus to best assist them with issues affecting their retention, success, basic needs, safety, and wellbeing. Work in collaboration with the Assistant Director of Black Student Academic Advising Programs and help students navigate college systems. Provide case management to students to improve their attendance, behavior, and grades. Develop programs and services to support students and foster a sense of belonging. Encourage students' personal, social, and educational development. Supports student outreach, recruitment, career, retention, completion, and transfer efforts, in collaboration with other campus partners, with a special focus on Black/African Americans. Lead, mentor, and evaluate student interns, workers, and volunteers. Performs other duties as assigned.

**Minimum Qualifications:\***

Bachelor's degree or the equivalent from an accredited four-year college or university in a related field plus upper division or graduate course work in counseling techniques, interviewing, and conflict resolution. Four years of professional student services work experience including experience advising students individually and in groups, as well as the analysis and resolution of complex student services problems. 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 two years of professional experience.

General knowledge of the problems and methods of public administration, including organizational, personnel, and fiscal management. Knowledge of advanced statistical and research methods. 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. Excellent verbal and written communication skills, as well as the ability to acquire knowledge of campus procedures, activities and of the overall organization.

A background check (including a criminal records check) must be completed satisfactorily and is required for employment. CSU will make a conditional offer of employment, which may be rescinded if the background check reveals disqualifying information, and/or it is discovered that the candidate knowingly withheld or falsified information. Failure to complete the background check satisfactorily may affect the continued employment of a current CSU employee who was conditionally offered the position.

**Required Qualifications:**

**Preferred Qualifications:**

Master's degree in education, counseling, psychology, sociology, or closely related field. Two (2) years of experience working with the Black/African American community. Two (2) years of experience working in academic advising, retention, education, student services and success, non-profit, community organizing, mental health, or related field.

Knowledge and understanding of Black/African American student experience in higher education, as well as knowledge of broader diversity in higher education and the ability to address these issues through retention programs and activities. Knowledge of student retention strategies and services for Black/African American students. Knowledge and understanding specifically of emerging challenges, trends, and concerns within the Black/African American community. Experience with crisis intervention, conflict resolution, and responding to emergent needs. Ability to promote, organize and facilitate group meetings. Ability to effectively prioritize multiple work priorities and organize various projects and to follow safety and confidentiality protocols. Experience in creating, implementing, facilitating, and publicizing events for both student and employee stakeholders. Excellent cultural competency skills to engage with individuals from diverse socioeconomic and cultural backgrounds. Demonstrated experience with college students in program leadership and professional development. Demonstrated skills in web marketing, design, and social media interactions. Excellent initiative, organization, attention to detail, resourcefulness and problem-solving. Excellent interpersonal communications skills. Ability to learn policies and procedures from both verbal and written sources; ability to apply and explain office policies and procedures with consistency. Knowledge and experience using standard office computer applications such as Microsoft Email and Calendars, Word, Excel, database software. Ability to prepare various documents including operations manuals and procedures, program and activity schedules, proposals, and monitor budgets.

Effectively promote and facilitate retention services, workshops, events, and services for Black/African American students. Effectively address and resolve conflict. Effectively assist the supervising manager in assessing the semester and annual goals for the Black Titan Success team Effectively hire, train and lead student workers and hourly staff. Ensure effective customer service and follow up with student referrals. Communicate with students, instructors, and staff in a timely manner. Communicate effectively, orally, and in writing. Maintain and develop effective relationships with community partners. Use general office software and equipment to develop training materials, generate reports, aggregate data. Communicate and collaborate with campus partners. Experience selecting, training, and leading hourly staff. Knowledge and understanding of Black/African American student experience in higher education, as well as knowledge of broader diversity in higher education and the ability to address these issues through retention programs and activities. Knowledge of student retention strategies and services for Black/African American students. Knowledge and understanding specifically of emerging challenges, trends, and concerns within the Black/African American community. Experience with crisis intervention, conflict resolution, and responding to emergent needs. Ability to promote, organize and facilitate group meetings. Ability to effectively prioritize multiple work priorities and organize various projects and to follow safety and confidentiality protocols. Experience in creating, implementing, facilitating, and publicizing events for both student and employee stakeholders. Excellent cultural competency skills to engage with individuals from diverse socioeconomic and cultural backgrounds. Demonstrated experience with college students in program leadership and professional development. Demonstrated skills in web marketing, design, and social media interactions. Excellent initiative, organization, attention to detail, resourcefulness and problem-solving. Excellent interpersonal communications skills. Ability to learn policies and procedures from both verbal and written sources; ability to apply and explain office policies and procedures with consistency. Knowledge and experience using standard office computer applications such as Microsoft Email and Calendars, Word, Excel, database software. Ability to prepare various documents including operations manuals and procedures, program and activity schedules, proposals, and monitor budgets.

**Special Conditions:**

**License / Certification:**

Valid CA Driver License

**Supervises Employees:\***

Yes  No

**If position supervises other employees; list position titles:**

Student Assistant(s)

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**JOB DUTIES**

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**JOB DUTIES**

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| <b>% of time</b> | <b>Duties / Responsibilities</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <b>Essential / Marginal</b> |
|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|
| 25%              | <p>Administration and Planning:</p> <ul style="list-style-type: none"><li>- Utilizes data to develop and assess tailored Black/African American student retention, academic success, basic needs, and services and programs in partnership with the coordinator for the African American Resource Center (AARC).</li><li>- Work in collaboration with the Assistant Director of Black Student Academic Advising Programs and help students navigate college systems.</li><li>- Lead, mentor, and evaluate student interns, workers, and volunteers.</li></ul>                                                                                                              | Essential                   |
| 25%              | <p>Registration and Retention:</p> <ul style="list-style-type: none"><li>- Connects Black/African American students to appropriate programs and services both on campus and off-campus to best assist them with issues affecting their retention, success, basic needs, safety, and wellbeing.</li><li>- Provide case management to students to improve their attendance, behavior, and grades.</li></ul>                                                                                                                                                                                                                                                                  | Essential                   |
| 20%              | <p>Outreach and Community Engagement:</p> <ul style="list-style-type: none"><li>- Provides holistic support and guidance to Black/African American students at California State University, Fullerton by focusing on academic achievement, personal development, and retention.</li><li>- Encourage students' personal, social, and educational development.</li><li>- Supports student outreach, recruitment, career, retention, completion, and transfer efforts, in collaboration with other campus partners, with a special focus on Black/African Americans.</li></ul>                                                                                                | Essential                   |
| 20%              | <p>Program Development and Implementation:</p> <ul style="list-style-type: none"><li>- Develop programs and services to support students and foster a sense of belonging.</li><li>- Create a welcoming environment that fosters belonging and provides support services for Black/African American students through case management towards graduation, fosters belonging and promotes student success through individualized coaching, developing workshops, trainings, and events, and coordinating centralized assessment of student success initiatives geared towards closing equity gaps and addressing campus climate and community-building initiatives.</li></ul> | Essential                   |
| 10%              | Other Duties as Assigned                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Essential                   |

# SELECTION CRITERIA

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 There are no items to show

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## PHYSICAL, MENTAL AND ENVIRONMENTAL DEMANDS

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**\*\*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.

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### Physical and Mental Requirements

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

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:

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**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:

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### Environmental Requirements

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|                                             |                          |
|---------------------------------------------|--------------------------|
| <b>Drive motorized equipment:</b>           | Occasionally - Essential |
| <b>Excessive Noise:</b>                     | Occasionally - Essential |
| <b>Hazards:</b>                             | Never                    |
| <b>Outdoor:</b>                             | Occasionally             |
| <b>Elevated Work:</b>                       | Never                    |
| <b>Extreme Temperature (hot or cold):</b>   | Never                    |
| <b>Indoor (Typical office environment):</b> | Constantly - Essential   |

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

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**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:**

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#### POSTING DETAILS

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**Advertising Summary:**

Advertisement text:

HRDI

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#### USERS AND APPROVALS

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**Justification for Position:**

**Hiring Administrator:\***

Denise Chow

Email address: [dchow@fullerton.edu](mailto:dchow@fullerton.edu)

**Approval process:\***

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

|                                    |                 |   |                       |
|------------------------------------|-----------------|---|-----------------------|
| 1. MPP Supervisor/Associate Dean:  | Patience Bryant | ✓ | Approved Oct 25, 2024 |
| 2. HR Classifier:                  | Tammy Dietzel   | ✓ | Approved Oct 25, 2024 |
| 3. Appropriate Administrator/Dean: | Patience Bryant | ✓ | Approved Oct 29, 2024 |

**HR/Faculty Affairs Representative:\***

FL-HRDI Classifier

Email address: [hrrecruitment@fullerton.edu](mailto:hrrecruitment@fullerton.edu)