



POSITION DESCRIPTION

Department: New	Student & Transition Programs
Classification Title:	Student Services Professional II
Working Title:	Program Coordinator
FLSA Status:	<input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/> Exempt
Incumbent:	

Position Summary

New Student & transition Programs (NSTP) at California Polytechnic State University in San Luis Obispo (Cal Poly) serves as a home and resource to all new students and their supporters to ensure their successful transition to student life. With NSTP, Cal Poly is comprised of three flagship orientation programs: Open House admitted Students Weekend, Student Life Orientation (SLO) Days Summer Orientation, and the Week of Welcome (WOW). NSTP is made up of a team of four full-time professional staff, part-time/temporary graduate assistants, dozens of orientation student staff, and over 900 volunteer student leaders in the planning and execution of their programs.

Under the general direction of the Director of New Student & Transition Programs, the Program Coordinator develops and implements the logistics, operations and coordination for department wide programs (inclusive, but not limited to Cal Poly Open House, SLO Days, WOW). The program coordinator assists with the Orientation Leader training process and student staff supervision for the department. The Coordinator will work as part of the professional staff team in implementing strategies to support orientation, transition and retention success. The Coordinator collaborates with faculty and staff to establish meaningful campus and community involvement in building a strong and viable program, and supports students and the campus in providing an inclusive and accepting campus environment.

Duties and Responsibilities

The following examples illustrate typical work activities and are not meant to be all inclusive or restrictive:

Essential Job Functions	Daily	90%
1. Develop partnerships with the academic colleges, campus programs, and the San Luis Obispo community to provide leadership opportunities and skills development to Cal Poly students.		
2. Collaborate with faculty and staff to establish meaningful campus and community involvement in building student development and leadership competency, service learning opportunities, and supporting students and the campus in providing in inclusive and accepting campus environment.		
3. Collaborate with students, faculty and staff to develop solutions and service improvements.		
4. Assist with selection and training of undergraduate and graduate student assistants for the department.		
5. Supervise student staff, including student coordinators and volunteers.		
6. Suggest program priorities, lead student staff in developing plans, assist in moving toward achieving program goals, and conduct assessment to evaluate program effectiveness.		
7. Develop, capture and use metrics, standards and service levels to evaluate department operations, establish trends and recommend changes.		

8. Track and report budgetary allocations and expenditures. Provide budget reports to the Director.
9. Coordinate communication strategies and oversee marketing and communications functions for events.
10. Create and develop the calendar of events and programs for assigned functional areas.
11. Create, implement, organize and collaborate with other on- and off-campus entities on departmental initiatives and events.
12. Develop and implement training and special events.
13. Develop resources and collaborate with other campus entities to ensure members of assigned functional areas have access to accurate resources.

Related Job Functions

As Needed

10%

1. Perform other job-related duties and special projects as assigned.
2. Serve on division and university wide committees as needed.
3. Attend the Orientation Professionals Institute hosted by NODA: The Association for Orientation Transition and Retention Professionals in Higher Education.
4. Attend training and maintain skill currency as appropriate to safely and effectively complete assignments.

Required Education, Experience, and Credentials

Education and Experience:

- Equivalent to graduation from a four-year college or university in one of the behavioral sciences, public or business administration or a job-related field. Two years of professional experience in one of the student services program areas or in a related field.
- A master's degree in a job-related field may be substituted for one year of professional experience.
- Additional specialized experience during which the applicant has acquired and successfully applied the required knowledge and abilities may be substituted for the required education on a on a year-for-year basis.

Licenses, Certificates, Credentials:

- Possession of a valid driver's license or ability to obtain by date of hire.

Required Skills, Knowledge, and Abilities

1. Working knowledge of the practices, procedures and activities of the program to which assigned.
2. General knowledge of the methods and problems of organizational and program management.
3. General knowledge of research and interview techniques.
4. General knowledge of the principles of individual and group behavior.
5. Ability to interpret and apply program rules and regulations.
6. Ability to use initiative and resourcefulness in planning work assignments and in implementing long-range program improvements.
7. Ability to obtain factual and interpretative information through interviews and reason logically.
8. Ability to collect, compile, analyze and evaluate data and make verbal or written presentations based on these data.
9. Ability to advise students individually and in groups on routine matters.
10. Ability to train others in new skills and procedures and provide lead work direction.
11. Ability to recognize multicultural, multisexed and multi-aged value systems and work accordingly.
12. Demonstrated ability to make decisions and carry through actions having implications with regard to other program or service areas.

13. Demonstrated customer service skills, including a very high level of diplomacy and professionalism.
14. Ability to use tact and diplomacy to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.
15. Ability to initiate, establish, and foster communication and teamwork by maintaining a positive, cooperative, productive work atmosphere in and outside the University with the ability to establish and maintain effective working relationships within a diverse population and with those from various cultural backgrounds.
16. Excellent communication skills; ability to effectively communicate information in a clear and understandable manner, both verbally and in writing. Thorough knowledge of English grammar, spelling and punctuation.
17. Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
18. Excellent computer skills and proficiency with a variety of computer applications including word-processing, spreadsheets, databases, on-line systems, Internet as well as online calendaring and email.
19. Working knowledge of or ability to quickly learn University infrastructure, policies and procedures.

Preferred Skills and Experience

1. Master's level degree in higher education or related field.
2. Previous supervisory experience of staff (student, grad, or professional).
3. Experience working with transfer student population or other populations where experiences and skills could be transferred.
4. Experience with program logistics and operations.
5. Experience with event coordination and marketing.
6. Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.
7. Experience or knowledge working with leadership and/or work style inventory tools, such as StrengthsQuest, Meyers-Briggs, Enneagram, etc. as it relates to staff and student development, advising, and programming.

Special Conditions

1. Must be willing to travel and attend training programs off-site for occasional professional development.
2. Must be able to work overtime, occasional holidays, and adjust working hours to meet special jobs. May be called back periodically to perform work as needed on an emergency basis.
3. The person holding this position is considered a '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 as a condition of employment.
4. Must be able to successfully pass a pre-employment background/fingerprint check.
5. This position classification has been defined as "Exempt" and is not subject to the overtime provisions of the Fair Labor Standards Act (FLSA).

