University Staff Position Description Form
Office of Human Resources

This description will be used as a basis for determining classification/skill level and will be maintained as an official record of the duties assigned to this position. Employee participation in the completion of this document is encouraged; however, the appointing authority and supervisor are accountable for establishing the assignment and ensuring the accuracy of this information.

FOR HUMAN RESOURCES USE ONLY:

APPROVED CLASSIFICATION	CLASS CODE	EEO CAT	RANGE/ GRADE CODE	APP. BY C&C	DATE
SSP II	3082	4	1	TR	09/05/24

1. POSITION INFORMATION

Employee: _____   Departments: ALS – Mendocino Administrative Hub

Current Classification: SSP II   Working Title: Outreach, Retention, Student Success Professional

Time Base: **X** F.T. ☐ P.T. _____ % ☐ Other _____   FLSA Status: **X** EX ☐ NE

Position Provides Lead Work Direction To:

Classification: _____	Qty: _____	FTE: _____
Classification: _____	Qty: _____	FTE: _____
Classification: _____	Qty: _____	FTE: _____

Name & Title of Work Leads (if any): Russell DiSilvestro, Chair PHIL; Harvey Stark, Chair HRS; Mark Ludwig, Chair COMS

Name & Title of Appropriate Administrator: Melinda Wilson Ramey, Associate Dean, College of Arts & Letters

Name & Title of Dean/Manager (MPP): Christina Bellon, Interim Dean, College of Arts & Letters

2. PRIMARY ACTION BEING REQUESTED (Select One)

X Job Posting: ☐ New Position **X** Replacement Position, former incumbent: Shelley Bingle (ASC II)

☐ Update Position Description Only:

NOTE: An updated position description requires providing Employee with seven (7) days' advance notice. This updated position description must be endorsed by the Appropriate Administrator before being signed by the Employee. The Employee signs at least seven (7) days' prior to Effective Date.

Effective Date: _____

3. SIGNATURES

Signatures denote that this position description is an accurate statement of the duties and responsibilities assigned to this position. 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.

Employee: _____   Date: _____

Appropriate Administrator: _____   Date: _____

HR Staff Official Position Description

Dean/Manager (MPP): _____ Date: _____

4. MINIMUM QUALIFICATIONS

Please list only the Minimum Qualifications of the appropriate classification standards for this position. (Depending on the classification, this may be shown in the classification standards as Minimum Qualifications, Entry Qualifications, or Typical Qualifications. (Classification standards can be found at https://www.calstate.edu/csu-system/careers/compensation/Pages/Classification-Standards.aspx.)

Knowledge and Abilities:
Working knowledge of the practices, procedures and activities of the program to which assigned; general knowledge of the methods and problems of organizational and program management. General knowledge of research and interview techniques; and of the principles of individual and group behavior.

Ability to interpret and apply program rules and regulations; use initiative and resourcefulness in planning work assignments and in implementing long-range program improvements; obtain factual and interpretative information through interviews; reason logically; collect, compile, analyze and evaluate data and make verbal or written presentations based on these data; advise students individually and in groups on routine matters where required; recognize multicultural, multi-sexed and multi-aged value systems and work accordingly; establish and maintain cooperative working relationships with faculty, CSU administrators, student organizations, private and public agencies and others in committee work, and student advising and community contacts; and, rapidly acquire a general knowledge of the overall operation, functions and programs of the campus to which assigned. Demonstrated ability to make decisions and carry through actions having implications with regard to other program or service areas.

Possession of these knowledge and abilities typically is demonstrated through the Experience requirements below.

Experience:
Possession of these knowledge and abilities is typically demonstrated through the equivalent of two years of professional experience in one of the student services program areas or in a related field; experience should give evidence of competence and indicate the potential for further growth. A master's degree in a job-related field may be substituted for one year of the professional experience.

Education:
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. Additional specialized experience during which the applicant has acquired and successfully applied the knowledge and abilities shown above may be substituted for the required education on a year-for-year basis.

5. KNOWLEDGE, SKILLS, ABILITIES, AND EXPERIENCE

Please list any knowledge, skills, abilities, and experience for this position.

Required: Must be comparable to the Minimum Qualifications, appropriate to the skill level of the position, and would allow an incumbent to satisfactorily perform the Essential Functions of the position.

1. Demonstrated ability to maintain a welcoming and inclusive work environment with diverse colleagues and constituents including faculty, students, staff, and members of the community.

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2. Demonstrated history of and commitment to building and maintaining a respectful and professional work environment.

3. Direct student service experience in an educational setting.

4. Experience with recruitment, retention, and outreach in the educational setting.

5. Experience working with students from various ethnic and socioeconomic backgrounds, including underserved students.

6. Experience with implementing academic and student success priorities, practices, policies, procedures.

7. Demonstrated ability to understand, interpret and analyze moderately complex rules, regulations and procedures pertaining to student success.

8. Demonstrated ability to manage front line contacts with a variety of campus and community individuals requiring problem solving and effective interpersonal skills.

9. Demonstrated ability to collect, compile, analyze and evaluate data, write and review reports..

10. Demonstrated ability to continually analyze program strengths and challenges and offer recommendations for improvement.

11. Excellent verbal and written communication skills and a demonstrated ability to communicate effectively with faculty, staff and students in diverse educational and community environments.

12. Demonstrated ability to independently prioritize, plan and organize work in a fast-paced environment with established processes and timelines.

13. Demonstrated ability to work collaboratively while providing leadership and guidance to others.

Conditions of Employment:

Ability to successfully pass a background check.

Preferred: List any desirable qualifications beyond the Minimum Qualifications and those that are required that would enhance an incumbent's ability to perform the work of the position (e.g., additional years of experience, advanced education, certification and/or specialized training).

14. Experience working in student services or academic support roles, preferably within a humanities or liberal arts program.

15. Bachelor's degree in one of the humanities disciplines, or equivalent.

16. Flexible schedule and ability to travel locally, as needed.

17. Familiarity working with institutional record/data systems/software (e.g., EAB, PeopleSoft, Tableau, Canvas, etc.).

18. Working knowledge of CSU General Education & Graduation Requirements, graduate and undergraduate university learning outcomes, curriculum standards, transcript evaluation.

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19. Working knowledge in curriculum standards, transcript evaluation, and/or academic writing processes and assessment.

6. POSITION SUMMARY

Provide a few short, specific statements, which outline the purpose of the job.

Under the general guidance of the department chairs, the SSP II will support student success efforts for the undergraduate and graduate disciplinary programs and for university general education and graduation requirements. In this capacity, the incumbent will facilitate, support, and collaborate with faculty to:

- Develop and implement a variety of student outreach, recruitment, retention, orientation, and community building activities and programming.
- Embed student success into curriculum and pedagogical development, program assessment, and program strategic planning initiatives.
- Develop and implement strategies to promote student recruitment and retention, outreach to the community and pipeline institutions and alumni, and contribute to departmental strategic planning for student and program success.

Additionally, under the general guidance of the department chairs, the SSP II will:

- Provide guidance on and interpretation of academic success policies, procedures, and resources available to departments and students.
- Contribute to building the culture of ongoing development and enhancement of the departments' programs by providing insight, feedback, and recommendations based on student needs, relevant data, and trends in the field.
- Communicate students' needs effectively and provide insight, feedback, and recommendations to advance their academic success.
- Conduct research, generate reports and analyses to assess student needs, track progress, and inform decision-making processes.

In these ways, the incumbent serves as the in-house professional to provide guidance and to facilitate student success, retention, and graduation efforts for the departments' undergraduate and graduate programs.

7. ESSENTIAL FUNCTIONS OF THE POSITION

Describe each <u>major</u> responsibility assigned to this position and indicate the percentage of time devoted to each function, as well as the frequency in which each function is performed.

<u>Essential Functions and Marginal Functions should have a combined total of 100% of Time.</u>

% of Time	Frequency (daily, weekly, monthly, etc.)	Essential Functions Only (List in order of importance)
20%	D/W/M	**STUDENT ENGAGEMENT AND COMMUNITY BUILDING** • Enhance and develop activities and events for students in the several degree programs in Communication Studies, Humanities & Religious Studies, and Philosophy to increase student engagement and foster a sense of community, with particular attention to high-risk groups (i.e. first-year and junior transfers).

		• Utilize various communication channels, including social media, email, targeted outreach events, information sessions, webinars, and campus visits, etc., to maintain regular and frequent communications. • Inform current students about events, opportunities, and activities pertaining to students enrolled in these programs. • Collaborate with university departments, academic units, and external stakeholders to enhance retention and graduation efforts. • Establish partnerships with on-campus units and with industry organizations, professional associations, doctoral programs, and funding agencies to support success and future careers. • Cultivate relationships with alumni of these departments and their programs to foster a sense of community and support among current and prospective students by organizing alumni networking events, panels, mentorship programs, social media campaigns, etc. to facilitate connections and professional development opportunities.
20%	D/W/M	**STUDENT OUTREACH AND RECRUITMENT** • Develop, coordinate, and implement outreach and recruitment strategies to attract prospective students to the programs in Communication Studies, Humanities & Religious Studies, and Philosophy. • Contact prospective students at various stages throughout the admission-ITE-orientation-registration process as a sustained recruitment effort. • Cultivate relationships with K-12 schools and community colleges to develop and execute strategic outreach programming to high schools and community colleges. • Organize department representation at university recruitment events such as Future Hornet Day, Admitted Students State, community college visits, etc. • Collaborate with faculty members and program coordinators to showcase the benefits of these degree and certificate programs and highlight research opportunities and faculty expertise. • Plan, coordinate, and carry out orientation and recruitment events tailored to showcase the benefits of these degree programs to prospective students, such as school and community visits, such as Super Sunday, and campus events, such as Future Hornet Day, Admitted Students Day, orientation events, social media campaigns, award ceremonies, etc.
20%	D/W/M	**STUDENT RETENTION** • Maintain and update major roadmaps for each department and their several programs.

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		• Track academic progress of 4-Year Promise students and other distinct student populations. • Refer students to respective offices/units as needed for academic advising, and social/emotional well-being and support, etc. • Conduct ongoing research to follow developing trends in respective academic disciplines. • Work with relevant departmental committees, coordinators, and department chairs to identify on and off-campus scholarships and internships for students and assist with application processes, etc.

20%	D/W/M	**STUDENT SUCCESS INITIATIVES**
		
		 • Collect, analyze, and report data related to undergraduate and graduate student recruitment, retention, and success metrics to evaluate the effectiveness of outreach and retention efforts and identify areas for improvement in the programs in Communication Studies, Humanities & Religious Studies, and Philosophy.
		
		 • Collaborate with Faculty Advisors and Program Coordinators to provide academic support, professional development resources, and mentoring opportunities to enhance student success rates.
		
		 • In consultation with the relevant departmental committees, coordinators, and department chairs:
		     o Collaborate with faculty advisors, program coordinators, and college advisors to provide academic support and campus resources to enhance curriculum.
		     o Support retention initiatives that promote academic and professional success, including honor societies.
		     o Devise and implement strategies to reduce DFW rates ad achievement gaps in the various courses these departments offer, with special focus on the majors required courses, but also the several GE/GR areas each department serves.

15%	D/W/M	**DEPARTMENT SUPPORT** • In consultation with the Department Chair, Curriculum and Assessment Committee Chair, and Graduate Coordinators assist in the preparation of student success-related data and reports for program assessment and review. • Monitor enrollment and make recommendations to the chairs for additions or reductions to the schedule based on demonstrated curricular need, as necessary. • Assist in the development of sounds department policies and strategies for student success. • Provide guidance and support to faculty to build their knowledge of and experience with implementing student success strategies throughout the curriculum.

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		• Create and maintain faculty/staff-facing student success resources such Canvas sites, newsletters, listservs, etc. • Collect, analyze, and report data regarding enrollment, DFW rates, equity gaps, etc. • Assist with development of marketing materials for each department and its programs. • Assist with creation and maintenance of various social media accounts per respective target audiences

8. MARGINAL FUNCTIONS OF THE POSITION

Describe each <u>non-essential</u> duty assigned to this position and indicate the percentage of time devoted to each function, as well as the frequency in which each function is performed.

<u>Essential Functions and Marginal Functions should have a combined total of 100% of Time.</u>

% of Time	Frequency (daily, weekly, monthly, etc.)	Marginal Functions Only (List in order of importance)
5%	D/W/M	Other duties as assigned.

9. ADDITIONAL INFORMATION

To enable appropriate classification determination, please elaborate on the information provided in the previous sections by completing the section below.

9a. Nature and Scope of Authority: Identify the kinds of decisions made, judgment required, freedom to act, and supervision received (i.e., direct or general). Also indicate if position acts as a lead or supervises others, and explain.

The SSP II performs moderately complex professional student service work in the departments of COMS, HRS, and PHIL. Assignments typically require the application of both knowledge and judgment in using the principles, techniques, standards, guides, and professional skills characteristic of student service professionals. The incumbent makes decisions within established parameters, regulations and guidelines. Within the delegated area of responsibility and within defined guidelines, incumbent applies their technical expertise, recommends changes in program procedures, acts as spokespersons for the program, and resolves problems.

This role requires the utilization of effective interpersonal skills with both individuals and groups, professional flexibility and versatility, and tact and sensitivity.

9b. Problem Solving: Types of problems encountered; issues, concerns addressed; types of problems incumbent required to refer to supervisor or others.

Initiative and creativity are required for situations involving changing guidelines and regulations or where existing procedures and guidelines must be applied to unusual circumstances. With minimal guidance and supervision, this position requires discernment in identifying problems, alternative approaches, and effective recommendations. Assignments require the application of knowledge and judgment using established principles, techniques, standards, and professional skills.

9c. Contacts On- and Off-Campus: Purpose and nature of working relationships with on- and off-campus contacts.

Build and maintain relationship on-campus and off-campus that support collaboration with and participation in recruitment events, outreach activities, retention efforts, and graduation initiatives to support a successful, diverse, and engaged student population, as well as establish and build relationships off campus with K-12 schools, community colleges, alumni and community members/partners to promote academic programs in the Departments.

Engage in professional development activities about best practices, trends, and advances in student services, higher education, and the relevant disciplinary fields of the departments.

10. ADA REQUIREMENTS – MUST BE COMPLETED

To comply with the Americans with Disabilities Act (ADA) of 1990, which prohibits discrimination against qualified individuals on the basis of disability, it is necessary to specify the physical, mental, and environmental conditions of the Essential Functions of the job (with or without a reasonable accommodation).

Use these codes to complete the section below: F (frequently), O (occasionally), N (not at all). Do <u>not</u> use "X."

	PHYSICAL		MENTAL		ENVIRONMENTAL
F	Sit	O	Direct others	O	Is exposed to excessive noise
F	Stand	F	Concentrate	N	Is around moving machinery
F	Walk	F	Analyze	N	Is exposed to marked changes
F	Have mobility	F	Use reason/logic		in temperature and/or humidity
F	Bend	F	Demonstrate recall		Is exposed to (dust) fumes, gases,
O	Climb	F	Make decisions	O	radiation, (microwave) (circle)
F	Reach	F	Works rapidly	N	Drives motorized equipment
O	Kneel	F	Handle multiple tasks/priorities	N	Works in confined quarters
O	Push/Pull	F	Tolerate variety	N	Works in high places
F	Have gross hand coordination	F	Work with others		Other:
F	Have fine hand coordination		Other:		
F	Hear with background noise				
F	Hear the spoken word				
F	Hear over a phone/other device				
F	See to read fine print				
F	See to read bold print				
F	See to accomplish a task				
F	Talk				
F	Communicate				
O	Lift: _15__ lbs. max				
O	Carry: _15__ lbs. max				
F	Operate equipment				
F	Perform keyboard entry				
	Other:				

11. FOR INFORMATION TECHNOLOGY POSITIONS ONLY

PROJECT COORDINATION/LEAD RESPONSIBILITIES

Employee Initials: **Date:**

Describe on-going project coordination and/or lead responsibilities, if any, including the number and type of positions for which lead direction is provided. Any projects or accountabilities of a temporary nature must include duration of assignment.

TECHNOLOGY USAGE

Please list the type of computer and/or technology systems used by this position to perform the work, as well as the associated operating systems, software, and applications used.

Hardware Type	Software Applications Used

Employee Initials: **Date:**