



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
AA/S – Non-Exempt	1038	2	1	LL	7/26/24

1. POSITION INFORMATION

Employee: _____ Department: College of Continuing Education / Organizational Excellence & Leadership Program (CTOD)

Current Classification: AA/S - NE Working Title: Senior Project Coordinator

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

Position Provides Lead Work Direction To:

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

Name & Title of Work Lead (if any): _____

Name & Title of Appropriate Administrator: Deborah Hunt, Chief Deputy Director, Organizational Excellence and Leadership

Name & Title of Dean/Manager (MPP): Jenni Murphy, Dean, College of Continuing Education

2. PRIMARY ACTION BEING REQUESTED (Select One)

Job Posting: New Position Replacement Position, former incumbent: Jordan Lose

Update Position Description Only:

NOTE: An updated position description requires providing Employee with seven (7) days' advance notice. This updated position description must be signed 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: Deborah Hunt, PhD Date: Jul 26, 2024

FOR HUMAN RESOURCES USE ONLY:	
APPROVED CLASSIFICATION	WORKING TITLE
AA/S - NE	Senior Project Coordinator

Dean/Manager (MPP):

Jeani Murray

Date: 07/29/2024

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 <http://www.calstate.edu/HRAdm/Classification/index.shtml>.)

Entry to this classification requires general knowledge and skills in the applicable administrative and/or program field with a foundational knowledge of public administration principles, practices, and methods. This foundation would normally be obtained through a bachelor's degree and/or equivalent training and administrative work experience involving study, analysis, and/or evaluation leading to the development or improvement of administrative policies, procedures, practices, or programs.

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.

EXPERIENCE:

1. Experience in conference and/or event planning related experience
2. Experience with virtual training and/or conference delivery platforms
3. Experience with developing, managing and implementing budgets
4. Experience negotiating terms and conditions of facility use and other event- and training-related contracts
5. Experience with providing customer service while working in a service-oriented organization and/or position
6. Experience as a supervisor or acting as a team lead

KNOWLEDGE, SKILLS, ABILITIES:

7. Evidence of strong conference/event planning and/or training logistics coordination related experience for in-person and virtual delivery
8. Understanding of and experience being quality oriented and customer centric (detailed, accurate, thorough, timely, meets deadlines, dependable, responsive, proactive)
9. Ability to solve problems independently with sound judgement
10. Possess strong communication and interpersonal skills to interact and communicate effectively with all levels of staff, administrators and external constituencies, both verbally and in writing, including grammar, spelling, and punctuation
11. Knowledge of and the ability to use common software applications such as Microsoft Office Suite (Outlook, Word, PowerPoint, Access, Excel), virtual delivery platforms, and Apple applications)
12. Project management and organizational skills in coordinating many different tasks, establishing priorities and timelines, completing projects accordingly (based on complexity/variety of past projects) with a commitment to quality and attention to detail
13. Commitment to maintaining a welcoming and inclusive work environment with diverse colleagues and constituents including faculty, students, staff, and members of the community

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APPROVED CLASSIFICATION	WORKING TITLE
AA/S - NE	Senior Project Coordinator

OTHER:

- 14. Ability to transport oneself and/or travel
- 15. Ability to travel statewide with overnight stays and work weekends as required to support operations

CONDITIONS OF EMPLOYMENT:

- Ability to 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).

- 16. Bachelor’s Degree in Business Administration, Education, or Hospitality Management
- 17. Certification in the Meeting Planning Industry and/or completion of conference planning coursework
- 18. Five (5) years of experience in conference and/or event planning related experience
- 19. Experience working in a financially self-support organization
- 20. Familiarity with conference and training venues in the state of California
- 21. One (1) year experience with virtual training and/or conference delivery platforms

6. POSITION SUMMARY

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

Under general direction of the designated HEERA manager or designee, the incumbent is responsible for managing and producing professional education projects, mostly large-scale, multi-faceted conferences and training programs with a high economic impact on the organization. The responsibilities involve strong client relationships, event concept development, program development, event detail planning, internal staff supervision and/or lead work direction, negotiation, policy development, promotion, implementation and reporting. The incumbent manages simultaneous events across the state of California at varying stages. A commitment to quality and to providing the highest level of customer service possible are also prerequisites for this position. The incumbent may serve as a lead in managing online projects with special attention to ensuring projects adhere to planned scope, schedule, and cost.

7. ESSENTIAL FUNCTIONS OF THE POSITION

Describe each major 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.

Essential Functions and Marginal Functions should have a combined total of 100% of Time.

% of Time	Frequency (daily, weekly, monthly, etc.)	Essential Functions Only (List in order of importance)
25%	Daily	<p>Client Liaison Relationships/Event Concept Development</p> <ul style="list-style-type: none"> - Develop close and regular communications with project client representatives - Become familiar with client/departmental objectives, work style preferences and personalities - Work closely with the clients to outline event goals, training objectives, target constituencies, training or event format and venue

FOR HUMAN RESOURCES USE ONLY:	
APPROVED CLASSIFICATION	WORKING TITLE
AA/S - NE	Senior Project Coordinator

		<ul style="list-style-type: none"> - Advocate for solutions that will fit client budgetary guidelines and will be logistically realistic - Handle highly confidential information requiring a high degree of tact and discretion - Serve as liaison with high-level, high-profile personnel and their key staff members (e.g. university president and deans, governor, congressmen, celebrities, and members of the media)
25%	Daily	<p>Program Development/Event Detail Planning</p> <ul style="list-style-type: none"> - Identify, negotiate and confirm speakers, instructors, facilitators, affiliate staff, SMEs, and/or vendors - Facilitate planning committees to build a complete working plan for training program and/or event - Translate working plan into a detailed budget and summary checklist of services and deadlines, for client approval - Negotiate with client and service providers to accommodate any remaining client desires/expectations - Maintain expertise in audio visual production, marketing and promotions, and hospitality industry standards
25%	Daily	<p>Lead Direction of Internal Staff/Process Oversight and Communications</p> <ul style="list-style-type: none"> - Lead project team specializing in registration, graphic production, online learning and/or administration to ensure accuracy, timeliness, quality, creativity and effectiveness through completion of projects - Develop clear and complete specifications, contracts, purchase orders and standards of service - Monitor and oversee instructors, affiliate staff, facilitators, and service providers quality of deliverables and track progress towards project goals/objectives while ensuring that costs remain within the established budget - Maintain regular communication with the client project representatives
5%	Daily/Weekly	<p>Event Negotiation</p> <ul style="list-style-type: none"> - Review contract terms, interpret them for client and negotiate with facility to finalize agreeable terms for all parties - Maintain knowledge of event and training facilities including hotel properties, convention/community centers, and CSU campus facilities throughout California - Maintain knowledge of special conditions of facilities' uses, strengths and weaknesses, floor plans and capacities - Build and maintain relationships with facilities' sales staff - Maintain familiarity with vendors, range of services, event industry standards and adult learning principles - Travel throughout the state of California to evaluate potential event locations and vendors
5%	Weekly/ Monthly	<p>On-Site Logistics</p> <ul style="list-style-type: none"> - Supervise the arrival of contractors, speakers/presenters, instructors, facilitators, and materials at the event delivery site

FOR HUMAN RESOURCES USE ONLY:	
APPROVED CLASSIFICATION	WORKING TITLE
AA/S - NE	Senior Project Coordinator

		<ul style="list-style-type: none"> - Coordinate set-up details with event-site administrator and vendor representatives Keep track of last-minute changes and adjust other arrangements accordingly - Manage all aspects of final preparation up to the start of the event and throughout the event - Meet with client on-site to relay information and resolve any concerns - Participate in daily on-site staff meetings to institute revised action plans - Facilitate pre-conference meeting with client and planning committee members - Remain on site through the event to manage day-to-day interactions with venue, constituents and client - Conducts a post-event evaluation
5%	Daily/Weekly	<p>Policy Development, Implementation, and Reporting</p> <ul style="list-style-type: none"> - Participate in the formation of CCE office and event policies and procedures, keeping clients abreast of relevant changes - Poll client preferences and develop detailed protocols for annual and recurring events - Prepare reports as requested for client and internal usage - Review and approve invoices from event service providers and arranges for payment of all costs incurred - Facilitate client debriefs including financial reports and program feedback - Perform final budget reconciliation for the event - Oversee the preparation of final event summary and client invoice, arbitrating any disputed charges until a satisfactory resolution is achieved
5%	Daily	<p>Organizational Citizenship</p> <ul style="list-style-type: none"> - Serve as a resource to other staff by sharing internal procedures and best practices - Communicate program activities to other departments within the organization - Attend college wide meetings - Participate in professional development activities - Show a commitment to fostering a diverse, equitable, and inclusive work and learning environment. - Maintain familiarity with general CCE policies, procedures, and programs, as well as general knowledge of Sacramento State policies, procedures, programs, and organization. - Promote and instill a strong culture of teamwork by working together safely, effectively, and respectfully with all associates. - Ensure continuity of services during periods of staffing shortages or unanticipated increases in unit workload. - Adhere to the “Hornet Honor Code” by actively promoting honesty, integrity, respect, and care for every person, ensuring a welcoming campus environment, and striving to help every member of our Hornet family, including partners, learners and clients, feel a strong sense of belonging. - Serve on committees and work groups for CCE and/or the University.

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APPROVED CLASSIFICATION	WORKING TITLE
AA/S - NE	Senior Project Coordinator

8. MARGINAL FUNCTIONS OF THE POSITION

Describe each non-essential 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.

Essential Functions and Marginal Functions should have a combined total of 100% of Time.

% 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.

Under the general direction of the Director for Organizational Excellence and Leadership, the incumbent is responsible for making the day-to-day decisions regarding the planning, delivery, promotion, evaluation, and tracking of multiple conferences, trainings, and project programs. The incumbent's responsibilities are completed using both established policies and procedures. Supervisory review is sought for any extreme deviation prior to implementation. The supervisor sets broad goals and objectives for the incumbent. The incumbent provides lead direction for the training and conference administration support staff. The incumbent provides general direction to the supervisee, manages the workload of the supervisee, and sets project priorities.

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

The incumbent has direct contact with vendors, speakers, facilitators, instructors, affiliate staff, venue contract managers, and clients; must advise and forward to appropriate contact within CCE or campus department if issues arise. Concerns may include accommodation requests, contract negotiation, speaker contracts and negotiation, and venue scheduling issues. Incumbent must troubleshoot any on-site facility issues, if problems arise.

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

CCE staff regarding: speaker contracts and travel reimbursements, conference attendee and learner registration, facility requests, conference code approvals, and database management.

Speakers/Facilitators/Instructors/Affiliate Staff regarding: screening and receiving applications for potential speakers, facilitators, instructors, and affiliate staff contract negotiation, arranging and monitoring travel reimbursements.

Potential clients, contract clients and high profile government officials: Develops close and regular communications with the client. Becomes familiar with client/departmental objectives, work style preferences and personalities. Serves as liaison with high-level, high-profile positions, such as University President and Deans, Governor, California First Lady, Attorney General, Secretary of State, Congressmen, Legislators and their key staff members, as well as other high ranking public officials, celebrities, and members of the media.

Offsite conference facilities: coordinates, negotiates, and manages all program logistics with off-campus facility manager.

Employee Initials:

Date:

FOR HUMAN RESOURCES USE ONLY:	
APPROVED CLASSIFICATION	WORKING TITLE
AA/S - NE	Senior Project Coordinator

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 not use “X.”

PHYSICAL		MENTAL		ENVIRONMENTAL	
F	Sit	F	Direct others	N	Is exposed to excessive noise
F	Stand	F	Concentrate	N	Is around moving machinery
F	Walk	F	Analyze	N	Is exposed to marked changes in temperature and/or humidity
F	Have mobility	F	Use reason/logic		
F	Bend	F	Demonstrate recall	N	Is exposed to dust, fumes, gases, radiation, microwave (circle)
F	Climb	F	Make decisions		
F	Reach	F	Works rapidly	N	Drives motorized equipment
F	Kneel	F	Handle multiple tasks/priorities	N	Works in confined quarters
F	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: <u>25</u> lbs. max				
O	Carry: <u>25</u> lbs. max				
F	Operate equipment				
F	Perform keyboard entry				
	Other:				

11. FOR INFORMATION TECHNOLOGY POSITIONS ONLY

PROJECT COORDINATION/LEAD RESPONSIBILITIES

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