

**(PD-8058) Retention Coordinator - SSP IV**

PD No.:PD-8058

**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:\*** ST-Warrior Re-engagement Center - 52304

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

**Classification Title:** Student Services Professional IV

**MPP Job Code:**

**Position Number:** SSP IV  
Position no: ST-10004015

**CSU Working Title:\*** Retention Coordinator - SSP IV

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

**Reports to Supervisor:** Tracy Myers

**Reports To:\*** Director, Warrior Re-Engagement Center  
Position no: ST-10004546

**Campus:\*** Stanislaus

**Division:\*** Student Affairs

**College/Program:\*** Student Equity and Success

**Department:\*** Warrior Re-engagement Center - 52304

**FLSA Status:** Exempt

**Hiring Type:** Probationary

**Workplace Type (Exclude Inst Fac):** On-site (work in-person at business location)

**Pay Plan:** 12 Months

**Pay Plan Months Off:**

**POSITION DESIGNATION**

**Mandated Reporter:\*** Not mandated

**Conflict of Interest:\*** None

**NCAA:**  Yes  No

**Is this a Sensitive Position?:**  Yes  No

**Care of People (including minors) Animals and Property:** Yes

**Authority to commit financial resources:** No

**Access/control over cash cards and expenditure:** No

**Access/possession of master/sub-master keys:** Yes

**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

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

Under general supervision of the Director of Warrior Re-engagement Center, the Retention Coordinator is responsible for independently coordinating and implementing strategic interventions to enhance student enrollment and retention within the university. Collaborating with internal and external partners, the role involves data-driven initiatives, leadership of a diverse team, and the development of innovative solutions to promote student success. The position encompasses crisis intervention, creative problem-solving, and cross-departmental collaboration, contributing to the achievement of the university's retention goals and fostering an environment conducive to student achievement and well-being.

The Student Services Professional IV handles highly complex Student Services tasks, addressing challenging issues and implementing solutions. This role requires advanced analytical and interpersonal skills to manage problems from analysis to implementation. Assignments at this level regularly impact other Student Services areas and are program-wide. Incumbents may also serve as "working supervisors" or lead persons.

Such services and activities may include providing information and guidance to students; assisting students to think through problems and select suitable solutions and courses of action; evaluating student needs and authorizing services; coordinating and administering programs, events, and projects; facilitating student involvement in campus life; advocating the needs of individual students and groups of students to university administrators, faculty and staff; and providing support and assistance to students facing a variety of personal as well as institutional problems, questions and challenges.

**Minimum Qualifications:\***

Equivalent to four years of progressively responsible professional student services work experience which includes experience in advising students individually and in groups, and in analysis and resolution of complex student services problems.

A master's degree in Counseling, Clinical Psychology, Social Work, or a job-related field may be substituted for one year of professional experience.

A doctorate degree and the appropriate internship or clinical training in counseling, guidance or a job-related field may be substituted for two years of the required professional experience for positions with a major responsibility for professional, personal or career or counseling.

**Required Qualifications:**

Ability to interpret and apply program rules and regulations.

Ability to use initiative and resourcefulness in planning work assignments and in implementing long-range program improvements.

Ability to obtain factual and interpretive information through interviews.

Ability to collect, compile, analyze and evaluate data and make verbal or written presentation based on these data.

Ability to recognize multicultural, multi-sexed and multi-aged value systems and work accordingly.

Demonstrated ability to make decisions and carry through actions having implications with regard to other program or service areas.

Thorough knowledge of the principles of individual and group behavior.

General knowledge of the principles, practices and trends of the Student Services field.

General knowledge, or the ability to rapidly acquire such knowledge, of the overall operation, functions, and organizational procedures of the campus.

Ability to advise students individually and in groups on complex student-related matters.

Ability to interpret and evaluate descriptions and explanations of problems brought forward by individuals or student organizations.

Thorough knowledge of the policies, procedures, activities, and practices of the program area to which assigned, or the ability to quickly acquire such knowledge.

General knowledge of the policies, practices and activities of Student Services programs outside the program to which immediately assigned.

General knowledge of the principles, problems and methods of public administration, including organizational, personnel and fiscal management.

General knowledge of interview techniques and advanced statistical and research methods.

Ability to carry out very complex assignments without detailed instructions.

Ability to advise students individually or in groups on varied and complex matters.

Ability to determine the appropriate course of action and proper techniques to utilize while engaged with individuals and groups in personal interactions of a sensitive nature.

Ability to reason logically and analyze and solve the organizational and operating problems of one or several program areas.

Ability to plan, coordinate, initiate actions necessary to implement administrative or group decisions or recommendations and ability to evaluate programs, services, policies and procedures.

Ability to analyze and define complex organizational, policy or procedural problems or situations accurately, collect and evaluate data, draw valid conclusions and project consequences of various alternative courses of action.

Ability to understand the roles and responsibilities of others and to gauge relationships accordingly by taking into account the variety of the interrelationships, motivations and goals of the members of the organization served.

Ability to establish and maintain effective, cooperative and harmonious working relationships with a variety of individuals in circumstances which involve the denial of requests or the necessity to persuade others to accept a different point of view.

A background check (which may include: checks of employment records, education records, criminal records, civil records, motor vehicle records, professional licenses, and sex offender registries, as position requires) must be completed satisfactorily before any candidate can be employed with the CSU.

**Preferred Qualifications:**

Prior experience in a CSU setting.  
Two (2) year experience in a related program or area with student retention and returning students.  
Experience launching and managing outreach programs.  
Experience working with EAB Navigate or related Customer Relationship Management (CRM) systems.  
Master's degree in student affairs, education, guidance and counseling, administration, or equivalent in a related area.  
Experience working with students from various ethnic and socioeconomic backgrounds, including under-served students.  
Prior experience with the coordination, designing and managing of workshops.

**Special Conditions:**

**License / Certification:**

**Supervises Employees:\***

Yes  No

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

Student Assistant  
SSP II  
SSP III  
Peer Mentors


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**Job Duties**

**JOB DUTIES**

% of time	Duties / Responsibilities	Essential / Marginal
40	<p>Student Support, Guidance and Advocacy:</p> <ul style="list-style-type: none"> <li>• Provide information and guidance to students.</li> <li>• Assist students in problem-solving and decision-making.</li> <li>• Advocate for the needs of individual students and groups of students to university administrators, faculty, and staff.</li> <li>• Provide support and assistance to students facing a variety of personal as well as institutional problems, questions, and challenges.</li> <li>• Interact with students in the most sensitive and complex group problem situations.</li> <li>• Advise students about GE and graduation requirements, handling complex and sensitive student cases where no precedent may exist to facilitate students' continued enrollment or re-enrollment after an absence.</li> <li>• Provide comprehensive advising to referred or target student groups, assisting students in identifying their problems, evaluating them realistically, dealing with their aptitudes and abilities, selecting appropriate educational goals, and implementing corrective measures to alleviate deficiencies.</li> <li>• Assist students with resolving challenges or barriers to re-enrollment, including initiating referral and follow-up with appropriate offices.</li> <li>• Approve reinstatement petitions for disqualified students and advise enrollment services regarding term activation of students after independent evaluation of transcripts and possible extenuating/unique circumstances.</li> </ul>	Essential
35	<p>Program Coordination and Administration:</p> <ul style="list-style-type: none"> <li>• Coordinate and administer programs, events, and projects.</li> <li>• Plan and organize work requirements and tasks within assigned areas of responsibility.</li> <li>• Determine work priorities and select desired methodology from alternative approaches.</li> <li>• Handle unusual situations without advice or instruction, solving problems, and making decisions that impact the work of others and the department to which assigned.</li> <li>• Perform major program analysis responsibilities for an entire division.</li> <li>• Collaborate with units across the university to implement strategic student retention interventions utilizing highly effective interpersonal skills, knowledge of current practices that support retention, and change management principles.</li> <li>• Conduct re-enrollment campaigns, providing lead direction to individuals (e.g., peer mentors, advisors, faculty, staff) to contact target students via phone, text, or email, as appropriate.</li> <li>• Coordinate the development of a campus-wide campaign calendar, making recommendations to leadership to support the design of a proactive, student-centered approach within a decentralized advising model.</li> </ul>	Essential
20	<p>Evaluation and Program Assessment:</p> <ul style="list-style-type: none"> <li>• Review existing and proposed policies, practices, and organizational structure and propose changes or develop full revisions as appropriate.</li> <li>• Conduct studies and surveys and prepare reports with recommendations based on results.</li> <li>• Provide analysis and guidance in major installations (office-wide) of new procedures and systems.</li> <li>• Develop thorough and extensive written materials for the purpose of developing the knowledge and skills of students.</li> <li>• Make recommendations involving broad areas of policy formulation and complex administrative action and for the implementation of such recommendations when adopted.</li> <li>• Analyze student data to make recommendations for interventions, understanding program differences, student academic needs, and personal needs.</li> <li>• Make independent decisions and exercise sound judgment in the development of procedures, taking into consideration existing limitations, policies, current procedures, and goals.</li> <li>• Compile reports from a variety of sources (e.g., national surveys, campus-based surveys, PeopleSoft lists, EAB) to identify and track student intervention efforts.</li> <li>• Research, design, and utilize case management functionality of EAB to track student cases; make recommendations for implementing automated alerts, and scaling based on strategic student success goals.</li> <li>• Maintain current knowledge of courses/majors offered, prerequisites, general education, and graduation requirements, university procedures, rules and regulations, and other student services.</li> <li>• Advise on the creation and update of resources to improve advising and registration-related information.</li> </ul>	Essential
5	<p>Other duties as assign:</p> <ul style="list-style-type: none"> <li>• May be required to obtain additional training and/or certification as part of professional development, based on department and/or campus needs, to stay current with industry standards.</li> <li>• The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this classification.</li> <li>• At the direction of appropriate administrator, may provide support to other departments/ areas withing functional area/department as needed.</li> </ul>	Essential

**SELECTION CRITERIA**

 There are no items to show

**Physical Mental and Environmental Demands**

**\*\* 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.

**Physical and Mental Requirements**

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

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:

**Other Physical & Mental Requirement No. 1 Description:** The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.  
 • May be required to work after-hours, evenings, or weekends.  
 • Valid California Driver’s License.  
 • May be required to travel between Turlock and Stockton campuses.

**Other Physical and Mental Req No.1 Frequency:** Frequently

**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:**

**Environmental Requirements**

<b>Drive motorized equipment:</b>	Never
<b>Excessive Noise:</b>	Occasionally
<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>	Frequently

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

**Other Environmental Requirement No. 1 Description:**  
 • High volume of office visitors, frequent interruptions, and noise.  
 • Position requires working at a computer desk for extended periods of time.

**Other Environmental Req No.1 Frequency:** Frequently

**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:**