



<h1>POSITION DESCRIPTION</h1>

Department: College of Business Administration
Working Title: MBA Program Coordinator
Job Code: 1035
Time Base: 1.0 (Full-Time)
Position Number: 00005403
Union / Unit (if applicable): California State University Employees Union (CSUEU)/Unit 7

Position Reports To: Associate Dean, CoBA
Classification: Administrative Support Coordinator I
Range Code: 1
Exempt or Non-Exempt: Non-Exempt
Last Update: 04/26/24

PURPOSE OF POSITION:

Reporting to the Associate Dean of CoBA, the MBA Program Coordinator independently coordinates the day-to-day operations in the MBA program for the College of Business Administration. The coordinator assists the Director of MBA Operations in targeted outreach to MBA students, with the program’s application review and admission process, tracking the program’s progress of student services, and various administrative duties.

MAJOR RESPONSIBILITIES:

	<u>%OF TIME</u>
1. Coordination of MBA Program and Outreach Administrative Support	65%
2. Student Services Support and Retention	25%
3. Event Coordination	10%

LIST OF DUTIES FOR EACH MAJOR RESPONSIBILITY:

1. Coordination of MBA Program and Outreach Administrative Support

- Provide general administrative support for the MBA programs
- Serve as primary contact and/or resource to faculty, staff, students, campus departments and outside parties regarding the MBA Programs.
- Apply CSU Executive Orders and University policies and procedures to all student documentation turned into the Dean’s Office, including late enrollment petitions, withdrawal petitions, reinstatement petitions, and repeat-limit exception petitions, as well as any other student petitions or issues that require special consideration.
- Review current University procedures to accurately advise faculty, staff and administrators on student policies, grievance issues, and student concerns.
- Communicate appropriate policies and procedures to faculty and staff by providing interpretation and recommendations for resolution of difficulties.
- Investigate and assists in seeking solutions to problems presented by faculty, staff, and administrators.
- Notifies faculty of student situations and provides assistant resolve academic matters; completes follow-up analysis to ensure student success through graduation.
- Frequently discusses with the Director of the Graduate Programs what student needs reports are required for successful retention and graduation.
- Represent the program on the university Graduate Studies Council.
- Attend the college graduate curriculum committee meetings and work with the committee chair on agendas and minutes.
- Maintain all student and alumni-related databases.
- Work independently on day-to-day operations under general direction related to goals program growth and retention, with the ability to creatively problem solve and handle multiple projects
- Obtains necessary, sensitive information and documentation from students which may include death certificate, physician’s statement, police accident report, etc. to properly analyze petitions under review by the college.
- Provide general information to students regarding university graduation requirements and university and college policies and procedures.
- Initiates requests for appropriate reports from Institutional Planning or Enrollment Management Services to assess student needs (e.g. Degree Progress Report, Transcripts, Impaction Requirement Completion Report, Prerequisite Report, and Change of Major Report).
- Participates on committees that interpret university policies, CSU executive orders and California Title V to assist students while retaining equity to all students and maintaining integrity of academics.

- Develop academic calendars and schedules for all MBA programs and communicate with students in a timely manner.
- Interface with suppliers and negotiate leases and supplier contracts.
- Work with the Associate Dean to develop the annual program budget.
- Administer, monitor and track program purchases.
- Interface with Extended Learning on summer FEMBA, special sessions and other MBA courses offered through Extended Learning.
- Develop and improve office workflow and procedures.
- Maintain program websites.
- Coordinate reporting data – GMAC surveys, MBA lists, etc.
- Work with the Director of Student Success to arrange periodic FEMBA and SMBA Professional Connections mixers approximately every six weeks, consisting of invited business professionals and MBA students.
- Coordinate MBA scholarship awards.
- Coordinate culminating experience projects with the sponsors and advisors
- Coordinate assessment and AACSB accreditation requirements
- Conduct exit surveys of graduating students for feedback on the program and post-graduation plans
- Deliver student evaluations packet in a timely manner for each instructor, including co-instructors of a course
- Serve as a resource for Extended Learning staff for program coordination.
- Serve as the IITS liaison for FEMBA and SMBA grad programs' technology needed for PeopleSoft, Cal State Apply, Webadmit, Onbase, and Zoho.
- Coordinate and implement training and onboarding for new student assistants and administrative assistants
- Coordinated internal hiring processes and serve as liaison between faculty affairs and the MBA program for student affairs.

2. Student Services Support and Retention

- Inform MBA students (FEMBA and SMBA) on program processes from admission to graduation.
- Evaluate and assess students' academic and personal needs and make referrals to internal and external departments, as needed.
- Assists students in distress and provide resources for the resolution of personal and academic issues.
- Review, analyze and process all student admission paperwork.
- Assess reinstated students to ensure they are successfully completing coursework and successfully graduating.
- Provides guidance to students, making suggestions to assist in the resolution of difficulties, which may include disputes over established university policies, procedures and/or deadlines; disputes with faculty regarding grades, topics covered in courses, classroom management, and student-faculty interactions; disputes with fellow students.
- Maintains necessary confidential records as documentation of student issues and processes.
- Communicate policies and procedures to students verbally and in writing during meetings and follow-up correspondence. Examples include withdrawal petitions, reinstatement petitions, grade changes, issues with professors, volunteering, etc.
- Oversee the appropriate and accurate keeping of MBA student records.
- Monitor student performance and course enrollment.
- Serve as point of contact for all MBA student issues and concerns.
- Assist MBA Associate Director of Recruitment in pre-admission advising to prospective graduate students
- Meet with graduate students on various issues and direct to appropriate student services and resources on campus
- Coordinate non-resident tuition fee waivers

3. Event Coordination

- Plan and coordinate all MBA student events, such as Meet the Leaders, workshops, social hours, SMBA certificate luncheons, awards banquets, etc.
- Develop and maintain master calendar of graduate student services activities, including orientation, social media, advising hours, events, business process, etc.
- Establish and maintain accurate and reliable budget information for events
- Organize and plan all MBA related events.
- Facilitate new student orientations.

PROVIDES LEAD DIRECTION OF OTHERS:

- Supervises student assistants and administrative support assistant as needed

REQUIREMENTS OF POSITION:

1. List certificates, licenses, or education required

- Four years of progressively responsible administrative /office experience with knowledge of office methods, procedures and practices; or equivalent combination of education and experience.
- Understanding of the academic environment and the operation of College of Business Administration.
- Previous experience with MBA programs preferred.

2. List additional knowledge, skills, and abilities required for this position

- Excellent oral and written communication skills. Ability to effectively present ideas and concepts in written and oral format and to prepare clear, concise and easily understandable reports.
- Strong organizational and communication skills to communicate effectively with diverse faculty, staff, students, and the general public.
- Effective presentation skills; ability to make presentations to a variety of audiences.
- Must have effective analytical and problem-solving skills.
- Ability to handle interpersonal interactions at all levels within the organization and those sensitive in nature
- Ability to perform work independently under general direction related to goals of the programs
- Demonstrated organizational skills.
- Must be proficient with Microsoft (MS) Suites including MS Word, MS Excel, MS FrontPage, MS Outlook, MS PowerPoint. Must be proficient with electronic mail and web-based applications.
- Must have excellent customer service, interpersonal, as well as a demonstrated commitment to the principles of diversity and multiculturalism.
- Demonstrated ability to research, analyze and interpret data to develop sound conclusions and make appropriate recommendations on findings. Demonstrated knowledge of data collection and basic research methods required.
- Ability to work independently and be accountable for work activities and follow-through on assignments. Results oriented, detail-oriented approach to work is essential.
- Demonstrated ability to coordinate independently many different projects, prioritize, set respective deadlines and complete all projects accordingly
- Ability to apply independently a wide variety of policies and procedures where specific guidelines may not exist
- Ability to work under pressure.
- Ability to prioritize workload due to changing demands.
- Ability to work in a fast-paced environment, using initiative and independent judgment to make decisions and complete tasks.
- Ability to evaluate, suggest and assist in the development of new procedures and practices as programs/offices change
- Demonstrated ability to establish and maintain a working relationship with others at all levels, both inside and outside the University.
- Demonstrated ability to work collaboratively with multiple constituents (including advisory board members, community members, faculty, staff, and volunteers).
- Ability to take the lead on projects and assignments; ability to work with both internal and external representatives to bring consensus on issues and to establish policies and procedures that may cross-departmental responsibilities.
- Expertise in investigating and analyzing problems with a broad administrative impact and implications. Ability to anticipate problems and address them proactively.
- Ability to coordinate work of others in the completion of assignments.
- Ability to learn and apply a variety of complex policies and procedures.
- Ability to draft and compose correspondence.
- Ability to respond to routine inquiries and disseminate information.
- Demonstrated ability to work effectively as a member of a team.
- Willingness to work flexible hours to meet the demands of the position as needed.
- Program coordination and planning skills to support partnerships.
- Demonstrated ability to present clear and concise information orally and in written reports
- Experience advising students individually and in groups on routine matters where required
- Demonstrated ability to 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
- Demonstrated ability to demonstrate an awareness and appreciation of the cultural diversity of the University community, and establish and maintain cooperative and effective relations with University employees, students and the public
- Must be computer literate (database, electronic mail, word-processing, and spreadsheet applications in a PC windows

environment); must possess working knowledge of computers and student information systems

- Experience analyzing and evaluating transcripts, coursework, credits, records and related materials to review applicants
- Experience providing academic, admissions, and financial aid advising to provide comprehensive services.

3. List machines, tools, equipment, and motor vehicles used in the performance of the duties

- Desktop dual-screen Personal Computer
- Photocopying machines
- Shredders
- Printers
- Scanners

4. Unique working conditions

- This position is subject to a background check including, but not limited to, employment verification, education verification, reference checks and criminal record checks. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.
- Must participate in required campus trainings including, but not limited to, Data Security and FERPA training and CSU's Gender Equity and Title IX training. This position is required to complete the CSU's Discrimination Harassment Prevention Program for Supervisors and/or Leads.
- This position is a "designated position" in the California State University's Conflict of Interest Code. The incumbent in this position is required to file Conflict of Interest forms subject to the regulations of the Fair Political Practices Commission. This position is required to file the Form 700 under disclosure category:2

PURPOSE AND NATURE OF WORK RELATIONSHIPS:

Define working relationships with people on and off campus (other than supervisor or people supervised) with whom this employee interacts on a continuing basis, and how often this interaction occurs.

Faculty (part-time and full-time)	Respond to inquiries, provide data	daily
Students	Respond to questions, give directions, etc.	daily
General Public	Forward inquiries	daily
Accounting	signatures	bi-weekly
Procurement	Information/purchasing	weekly
Facility Services	Service, duplication	bi-weekly
Mail Services	Service	weekly
Communications	Provide data, service	as needed
Public Safety	Service	as needed
Vendors	Solicit info re: supplies, equipment	as needed
Business Community	Solicit info re: potential students etc.	weekly
Student Affairs	Hiring Process/Onboarding	bi-weekly
Enrollment Services	Graduate enrollment and graduation issues	weekly
Library	Thesis approvals and publication	periodically

PHYSICAL EFFORT:

Check the appropriate box for each of the following items which most accurately describes the extent of the specific activity performed by this employee on a daily basis.

	Number of hours/day				
	N/A	1-2	3-4	5-6	7+
1. Sitting				X	
2. Standing		X			
3. Walking		X			
4. Bending Over		X			
5. Crawling	X				
6. Climbing	X				
7. Reaching overhead	X				
8. Crouching	X				
9. Kneeling	X				
10. Balancing	X				
11. Pushing or pulling	X				

	Number of hours/day				
	N/A	1-2	3-4	5-6	7+
12. Lifting or carrying					
A. 10 lbs or less		X			
B. 11 to 25 lbs	X				
C. 26 to 50 lbs	X				
D. 51 to 75 lbs	X				
E. 76 to 100 lbs	X				
F. Over 100 lbs	X				
13. Repetitive use of hands/arms				X	
14. Repetitive use of legs	X				
15. Eye/hand coordination				X	

- 16. Driving cars, trucks, forklifts and other equipment
- 17. Being around scientific equipment and machinery
- 18. Walking on uneven ground

Yes	No
	X
	X
	X

MENTAL EFFORT

	Number of hours/day				
	N/A	1-2	3-4	5-6	7+
1. Directing others		X			
2. Writing		X			
3. Using math/calculations		X			
4. Talking		X			
5. Working at various tempos				X	
6. Concentrating amid distractions			X		
7. Remembering names		X			
8. Remembering details			X		
9. Making decisions		X			
10. Working rapidly			X		
11. Examining/observing details			X		
12. Discriminating colors		X			

ENVIRONMENTAL FACTORS

	Number of hours/day				
	N/A	1-2	3-4	5-6	7+
1. Inside					X
2. Outside		X			
3. Humid	X				
4. Hazards	X				
5. High places	X				
6. Hot	X				
7. Cold	X				
8. Dry	X				
9. Wet	X				
10. Change of temp	X				
11. Dirty	X				
12. Dusty	X				
13. Odors	X				
14. Noisy	X				
15. Working w/others			X		
16. Working around others			X		
17. Working alone			X		

SIGNATURES

The last sheet for any staff position description should contain the signature sheet. Signatures will include the incumbent's signature (if applicable) or new employee; the supervisor's signature and all pertinent administrative personnel.

Employee

Print Name: _____

Signature: _____

Date: _____

Appropriate Administrator (MPP)

Print Name: _____

Signature: _____

Date: _____

Dean/Department Head/Director/AVP (optional)

Print Name: _____

Signature: _____

Date: _____