

## Senior Advisor, Special Programs (Student Services Professional III)

PD No.:PD-7544

## 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

<b>Type of Action Requested:*</b>	Replacement
<b>Internal Team:*</b>	FL-Dean CBE - 10073
<b>Job Code/Employee Classification:*</b>	SSP III <u>Job Code: 3084</u>
<b>Classification Title:</b>	Student Services Professional III
<b>MPP Job Code:</b>	
<b>Position Number:</b>	SSP III <b><u>Position no: FL-10011447</u></b>
<b>CSU Working Title:*</b>	Senior Advisor, Special Programs (Student Services Professional III)
<b>Salary Range/Grade:</b>	3084-RANGE A-Grade-1 Minimum: \$ 5,276.00 Maximum: \$ 7,517.00 Pay Frequency:
<b>Reports to Supervisor:</b>	Diane Mazzey
<b>Reports To:*</b>	Director, Business Advising Center <b><u>Position no: FL-10007431</u></b>
<b>Campus:*</b>	Fullerton
<b>Division:*</b>	VP, Academic Affairs
<b>College/Program:*</b>	College of Business & Econ
<b>Department:*</b>	Dean CBE - 10073
<b>FLSA Status:</b>	Exempt
<b>Hiring Type:</b>	Temporary
<b>Workplace Type (Exclude Inst Fac):</b>	On-site (work in-person at business location)
<b>Pay Plan:</b>	12 Months
<b>Pay Plan Months Off:</b>	

## POSITION DESIGNATION

<b>Mandated Reporter:*</b>	Limited - The person holding this position is considered a limited 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, revised July 21, 2017.
<b>Conflict of Interest:*</b>	None
<b>NCAA:</b>	<input type="radio"/> Yes <input checked="" type="radio"/> No
<b>Is this a Sensitive Position?:</b>	<input type="radio"/> Yes <input checked="" type="radio"/> No

<b>Care of People (including minors) Animals and Property:</b>	No
<b>Authority to commit financial resources:</b>	No
<b>Access/control over cash cards and expenditure:</b>	No
<b>Access/possession of master/sub-master keys:</b>	No
<b>Access to controlled or hazardous substances:</b>	No
<b>Access/responsibility to personal info:</b>	No
<b>Control over Campus business processes:</b>	No
<b>Responsibilities requiring license or other:</b>	No
<b>Responsibility for use of commercial equipment:</b>	No
<b>Is this a Campus Security Authority (CSA):</b>	<input type="radio"/> Yes <input checked="" type="radio"/> No
<b>Serves a security function:</b>	No
<b>Designated recipient for crime/misconduct reports:</b>	No
<b>Significant responsibility for Student Activities:</b>	No
<b>Significant responsibility for Campus Activities:</b>	No
<b>Job Summary/Basic Function:*</b>	<p>Under the general supervision of the Director of the Business Advising Center, the Special Programs Advisor is responsible for leading various aspects of different programs for example mentoring programs, overseeing enrollment programming and plays a crucial role in independently advising students, developing, implementing special programs, and collaborating with colleagues to enhance student engagement and retention within the College of Business and Economics, and is part of the student success team.</p> <p>Additionally, the Senior Advisor, Special Programs is responsible for academic advisement and support to prospective, newly admitted, and continuing undergraduate business students, aiding them in navigating degree requirements, course selections, transcript evaluation, orientation, and university policies. The Senior Advisor, Special Programs works independently to determine appropriate advisement approaches to complex issues, utilizes campus resources effectively, and contributes to the enhancement of student retention and academic success through various special programs and initiatives.</p> <p>The Senior Advisor, Special Programs will oversee multiple programs and will require strong leadership skills, program management abilities, organizational, and interpersonal skills to effectively recruit, train, and guide staff, mentors and mentees. Using a high degree of judgement is responsible for the implementation and assessment of the Peer Mentoring program which involves recruiting, hiring, and overseeing 10-30 mentors, as well as recruiting and coordinating with 80-300 mentees to ensure successful engagement. Oversee social events developed with the mentors to increase student belonging. Independently track student cohorts to ensure degree completion and provide necessary support. Responsible for developing and maintaining a database to monitor and track activities and outcomes of the mentorship program and other special programs. Identifies program needs and develops approaches for implementation.</p> <p>Responsible for planning, developing, implementing, and evaluating specialized programs aimed at enhancing student enrollment and retention. Duties will include conducting outreach to newly admitted students, providing personalized support to assist them in accepting admission offers, and coordinating engaging programming tailored to the needs and interests of newly admitted students. As a member of the business advising team, the Senior Advisor, Special Programs will participate in learning activities, particularly in the areas of inclusive and equitable practices for student success. The incumbent will engage in professional development and lifelong learning of knowledge and skills in academic advising, tools, technologies, and best practices.</p>

**Minimum Qualifications:\***

Bachelor's degree or the equivalent from an accredited four-year college or university in a related field including or supplemented by upper division or graduate course work in counseling techniques, interviewing, and conflict resolution plus three years of professional student services work in the field. A Master's degree from an accredited college or university in Counseling, Clinical Psychology, Social Work or a job-related field may be substituted for one year of professional experience. A Doctoral degree from an accredited college or university and the appropriate internship or clinical training in a relevant field may be substituted for three years of the required professional experience.

Ability to plan, develop, coordinate, supervise, and organize programs and activities. Ability to interact with a diverse student population, faculty, staff, and the public. Ability to analyze complex situations accurately and adopt effective courses of action. Ability to advise students individually and in groups on complex student-related matters. Ability to complete assignments without detailed instructions. Ability to establish and maintain cooperative working relationships with a variety of individuals. Possession of excellent verbal and written communication skills, as well as the ability to acquire knowledge of campus procedures, activities, and the overall organization.

A background check (including a criminal records check) must be completed satisfactorily and is required for employment. CSU will make a conditional offer of employment, which may be rescinded if the background check reveals disqualifying information, and/or it is discovered that the candidate knowingly withheld or falsified information. Failure to complete the background check satisfactorily may affect the continued employment of a current CSU employee who was conditionally offered the position

**Required Qualifications:****Preferred Qualifications:**

Master's degree preferred. At least two years of experience of advising business students. Knowledge of the unique challenges and experience faced by First Time First Year (FTFY) student as they transition to college.

**Special Conditions:****License / Certification:****Supervises Employees:\***

Yes  No


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

## Job Duties

### JOB DUTIES

% of time	Duties / Responsibilities	Essential / Marginal
40	Academic Advising: 40% <ul style="list-style-type: none"> <li>• Provide academic advisement and support to undergraduate students in the College of Business and Economics.</li> <li>• Advise prospective, newly admitted, and continuing students on major requirements, general education, course selections, and university policies.</li> <li>• Offer guidance to incoming freshmen, transfer students, and students on academic notice.</li> <li>• Provide specialized, complex advisement to students with special needs through various communication channels (appointments, email, walk-in, live chat).</li> <li>• Participate in orientation, experience CSUF, and other college programs.</li> <li>• Provide additional advising support during peak periods such as registration.</li> </ul>	Essential
40	Special Program Management: 40% <ul style="list-style-type: none"> <li>• Provide programming for newly admitted students to increase enrollment and foster engagement.</li> <li>• Develop, implement, and assess special programs aimed at increasing student enrollment and retention.</li> <li>• Outreach to newly admitted students to assist with accepting admission offers.</li> <li>• Recruit, hire, and train mentors for the peer mentoring program.</li> <li>• Coordinate with mentees and mentors to ensure successful engagement and support throughout the program.</li> <li>• Lead weekly meetings with mentors to provide guidance and support.</li> <li>• Coordinate with mentees for semester events to increase feelings of belonging.</li> <li>• Independently track student cohorts to ensure degree completion and provide necessary support.</li> <li>• Develop and maintain a database to track special programs and mentorship program activities and outcomes.</li> </ul>	Essential
10	Program Development and Assessment: 10% <ul style="list-style-type: none"> <li>• Lead projects and collaborate with other advisors to develop strategies, implement solutions, and track outcomes for assessment purposes.</li> <li>• Conduct research on best practices in advising and counseling techniques to enhance student interactions.</li> <li>• Create and deliver workshops, training sessions, and campaigns to support student success and engagement.</li> <li>• Collect, analyze, and report data on workshop attendance, advising appointments, and outcomes of campaigns.</li> <li>• Track advising appointments, emails, live chat interactions, and campaign outcomes.</li> </ul>	Essential
5	Professional Development 5% <ul style="list-style-type: none"> <li>• Engage in professional development and lifelong learning of knowledge and skills in academic advising and tools, such as Student Success Dashboards (Tableau), TitanNet, and Canvas.</li> <li>• Develop skills to ask meaningful questions that can identify the core of concerns and challenge and strive to be solutions oriented.</li> <li>• Cultivates a strong understanding of student development, student support, student success, mentoring, and pinpoint student needs to be able to effectively communicate with students.</li> <li>• Maintain an active understanding of general education and major requirements, university policies, procedures, and regulations.</li> </ul>	Essential
5	Other Duties: 5%	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>	
<b>Concentrating:</b>	Constantly - Essential
<b>Crawling:</b>	
<b>Decision Making:</b>	Occasionally
<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>	
<b>Performing Calculations:</b>	Occasionally
<b>Pushing or Pulling:</b>	Occasionally
<b>Reaching Overhead:</b>	Occasionally
<b>Repetitive Motion of Upper Extremities:</b>	Constantly
<b>Sitting:</b>	Constantly
<b>Standing:</b>	Occasionally
<b>Stooping Kneeling or Squatting:</b>	Occasionally
<b>Walking:</b>	Occasionally

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:**

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

**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**

**Drive motorized equipment:** Occasionally

<b>Excessive Noise:</b>	Occasionally
<b>Hazards:</b>	
<b>Outdoor:</b>	Occasionally
<b>Elevated Work:</b>	
<b>Extreme Temperature (hot or cold):</b>	Occasionally
<b>Indoor (Typical office environment):</b>	Constantly

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:

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**Other Environmental Requirement No. 1**

**Description:**

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

**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:**

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**POSTING DETAILS**

**Advertising Summary:**

The College of Business and Economics seeks an exceptional individual to join our team as the Student Services Professional III - Senior Advisor, Special Programs. The ideal candidate for this role should have a positive attitude and an active, energetic mind characterized by highly ethical practices and a commitment to diversity, openness, flexibility, integrity, and kindness.

Advertisement text:

NA

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**USERS AND APPROVALS**

**Justification for Position:**

PAF has been submitted to reclassify position from an SSP II to an SSP III effective May 24, 2024.

**Hiring Administrator:\***

Pilar Gutierrez

**Email address: [mdgutierrez@fullerton.edu](mailto:mdgutierrez@fullerton.edu)**

**Approval process:\***

FL - PD Approval (Staff/MPP) - Dept Head

1. MPP Supervisor:	Diane Mazzey  Approved May 21, 2024
2. Department Head/Associate Dean:	Jenny Zhang  Approved May 21, 2024
3. HR Classifier:	Chris Schloffer  Approved Jun 18, 2024
4. Appropriate Administrator/Dean:	Sridhar Sundaram  Approved Jun 18, 2024
5. Position Management:	FL-HRDI PM  Approved Jun 18, 2024

**HR/Faculty Affairs Representative:\***

FL-HRDI Classifier

**Email address: [hrrecruitment@fullerton.edu](mailto:hrrecruitment@fullerton.edu)**