



# 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 – Ex I	1038	2	2	LL	6/20/24

## 1. POSITION INFORMATION

Employee: \_\_\_\_\_ Department: COB- Graduate Program Office

Current Classification: AA/S – Ex I Working Title: Graduate Programs Analyst - CCE Supported Programs

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

Position Provides Lead Work Direction To:

Classification: \_\_\_\_\_ Student Assistant Qty: 1-20 FTE: 3.0

Classification: \_\_\_\_\_ Qty: \_\_\_\_\_ FTE: \_\_\_\_\_

Name & Title of Work Lead (if any): \_\_\_\_\_

Name & Title of Appropriate Administrator: Maleeha Khan, Executive Director of Graduate Programs

Name & Title of Dean/Manager (MPP): Jean-Francois Coget, Dean of College of Business

## 2. PRIMARY ACTION BEING REQUESTED (Select One)

Job Posting:  New Position  Replacement Position, former incumbent: Maryanne Ruperto (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: Maleeha Khan Date: Jun 22, 2024

Dean/Manager (MPP): Jean-Francois Coget Date: Jun 25, 2024

Jean-francois Coget (Jun 25, 2024 17:38 GMT+7)

FOR HUMAN RESOURCES USE ONLY:	
APPROVED CLASSIFICATION	WORKING TITLE
AA/S - Ex I	Graduate Programs Analyst - CCE Supported Programs

#### 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/csusystem/careers/compensation/Pages/Classification-Standards.aspx>.)

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 outreach, recruitment, marketing, or public relations.
2. Experience in analyzing information and making recommendations.
3. Coordination of entire clerical and administrative support functions and/or performance of administrative work in a large/complex academic, administrative or program office, and/or in a higher-level administrative office.
4. Experience in administrative work involving the evaluation and recommendations related to operational and procedural matters.
5. Experience with large scale, complex projects with broad, visible impact that involve coordination with other departments in terms of planning and implementation.
6. Experience with coordination of events.

##### General Knowledge, Skills, and Abilities

7. Excellent interpersonal skills
8. Excellent time management skills
9. Ability to manage multiple projects and priorities with competing deadlines.
10. Thorough mastery of English grammar, punctuation, and spelling.
11. Ability to make independent decisions on day-to-day operations.
12. Expertise in using office software packages, technology, social media, and systems such as Microsoft Office Word, Excel, Outlook, Teams.
13. Ability to interpret and apply policies and procedures independently and use judgment and discretion to act when precedents do not exist.
14. Ability to troubleshoot most office administration problems and respond to all inquiries and requests related to work area.
15. Ability to understand problems from a broader perspective and anticipate the impact of office administration problems and solutions on other areas.
16. Ability to analyze operational and procedural problems and develop, recommend, and evaluate proposed solutions.
17. Ability to maintain confidentiality.
18. Ability to review student academic records and relate them to course requirements.
19. Ability to provide lead work direction to student staff.
20. Ability to perform business math, analyze budgetary data, and make accurate projections requiring some inference.

FOR HUMAN RESOURCES USE ONLY:	
APPROVED CLASSIFICATION	WORKING TITLE
AA/S - Ex I	Graduate Programs Analyst - CCE Supported Programs

21. Ability to effectively write and present own reports.
22. Ability to effectively handle interpersonal interactions at all levels and handle highly sensitive interpersonal situations.
23. Ability to use negotiation and persuasion skills to achieve results and expedite projects.
24. Commitment to maintaining a welcoming and inclusive work environment with diverse colleagues and constituents including faculty, students, staff, and members of the community.

**Conditions of Employment**

- Ability to pass 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).

25. Experience with University academic and financial computing environments., e.g., CRM systems, CFS-Financials, CMS-Human Resources/Student Administration and Data Warehouse (SacVault); knowledge of the university infrastructure, policies, and procedures.
26. Experience reviewing student applications and providing guidance to prospective students, current students, and alumni.
27. Experience coordinating and conducting student outreach and recruitment events.
28. Experienced with Data analysis using MS Access and Excel. Knowledge of web-based programs and software.
29. Ability to provide project support for the CCE supported programs for The Association to Advance Collegiate Schools of Business (AACSB) reporting data and documents.

**6. POSITION SUMMARY**

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

The College of Business (COB) Graduate Program Office (GPO) serves prospective and current students, applicants, and alumni, in both state and CCE supported graduate programs through recruitment and welcome events and programs, academic advising, academic support, recognition of student achievement, professional development events, networking opportunities, co-curricular engagement, and daily communications.

The COB GPO Office unit is also responsible for student recruitment, admissions, increasing enrollment of underserved and underrepresented groups, business career services, student retention, and alumni relations. The GPO Analyst works in the College of Business under the Executive Director of Graduate Programs (EDGP). The incumbent reports directly to the EDGP with the focus on the College of Continuing Education (CCE) Supported graduate programs including the Executive MBA, Online iMBA, MS Accountancy, MS Business Analytics, and MS Finance programs.

Under the general direction of the EDGP in COB, the GPO Analyst provides administrative support to the CCE supported programs and Business Career Services. The GPO Analyst will be the primary point of contact who receives students, faculty, staff, off-campus guests, and visitors, and prepares a variety of documents. Works with numerous other university departments such as CCE, Student Payroll, Office of Graduate Studies (OGS), University Print & Mail, and Purchasing to manage a wide scope of projects and transactions to ensure they are completed effectively, timely, and professionally.

The GPO Analyst will coordinate recruitment activities, design promotional materials and analyze post-event data to inform program initiatives.

This position requires the ability to review and analyze academic records to support the determination of whether graduate students have fulfilled requirements for their academic and class requirements. The ideal candidate will be required to present a professional, congenial, knowledgeable countenance, will have superior interpersonal and verbal communication skills, and will have the ability to multi-task.

FOR HUMAN RESOURCES USE ONLY:	
APPROVED CLASSIFICATION	WORKING TITLE
AA/S - Ex I	Graduate Programs Analyst - CCE Supported Programs

## 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)
40%	Daily	<p><b><u>RECRUITMENT, STUDENT SUPPORT AND ADMISSIONS:</u></b></p> <p>Provide prospective students program information including admission requirements, and gather individual information regarding admission.</p> <p>Track students as they move from prospective to admitted status, maintaining comprehensive tracking logs, and communications plans via students efiles and CRM.</p> <p>Develop outreach and recruitment plans for the CCE supported graduate programs to support enrollment growth consistent with the campus strategic plan. Create outreach and recruitment plans to support growth in enrollment diversity in CCE supported graduate programs, including improved representation of persons of modest financial means, improved representation of persons from currently underrepresented groups, and a more balanced gender representation among students. Develop and implement a multiyear recruitment plan; evaluate the effectiveness of the plan; and develop continuous improvement strategies and actions.</p> <p>Coordinate with on and off campus programs, organizations and businesses to develop strong connections with campus/community to promote the COB and graduate programs. Graduate Programs Analyst - CCE Supported Programs organizes and attends outreach activities for recruiting prospective graduate students. Manages all graduate prospective student outreach - special event reception, preparation, planning, and registration. Assists in preparing and supporting orientations and group advising sessions for newly admitted students each semester.</p> <p>Provide quality customer service for all of the CCE supported customers (direct and indirect), displaying high personal standards with respect to the Graduate Program Office operations, and consistently working to see that the Graduate Program Office comes across as a professional and student-focused office that provides uniformly high-quality service.</p> <p>Provide support for student orientations, student receptions, mixers, social and motivational events, focus groups for curriculum revision, alumni events, career workshops for students, and information sessions for prospective students for all graduate programs, as needed by the Director of Graduate Programs.</p> <p>Develop and manage class schedules for CCE programs as required. Serve as the primary point of contact for schedules upon centralization of the process. Coordinate and plan the international trip for the CCE program, collaborating with various department units for necessary approvals. Accompany the group and work closely with the EMBA program during the trip.</p> <p>Provide expertise to prospective graduate students on university, college, and office policies and procedures. Provide analysis of transcripts for prospective students and</p>

FOR HUMAN RESOURCES USE ONLY:	
APPROVED CLASSIFICATION	WORKING TITLE
AA/S - Ex I	Graduate Programs Analyst - CCE Supported Programs

25%	Daily	<p>manage admission procedures, including the graduate Special Admissions Committee process. Monitor and analyze student enrollment in all graduate programs, making enrollments adjustment recommendations as necessary.</p> <p><u>ADMINISTRATIVE SUPPORT &amp; OFFICE COORDINATION:</u></p> <p>Develops sound solutions for complex and/or sensitive issues and situations pertaining to the COB prospective graduate students and its operations while keeping in mind the impact on other program areas.</p> <p>Maintains currency on COB and University policies and procedures in order to properly advise and consult with Administrators, and staff in the COB and the on-and off-campus communities. Attends COB meetings as needed to keep abreast of any new programs, policies, and procedures. Independently makes decisions and recommendations to staff and appropriate administrators regarding prospective students and administrative situations and problems.</p> <p>Act as the expert resource for the supervisor in technical matters pertaining to the academic status and advising of CCE supported graduate prospective students, applicants and other Graduate Program Office operations. Develop sound solutions for complex and/or sensitive issues and situations pertaining to the COB Graduate Program office.</p> <p>Maintains contact with the University Graduate Studies Office, International Student Admissions, Admissions and Records, International Programs and Global Engagement, Financial Aid, Enrollment Services, Veterans Affairs and The College of Continuing Education in order to resolve intricate prospective student problems and to remain up to date on policies and procedures followed by these offices. Develops strong working relationships and rapport with individuals in all of these offices, and in any other offices as the need arises, in order to be able to resolve problems and analyze possible situations as quickly and correctly as possible. Establishes, develops, and maintains professional relations with appropriate on-and off-campus communities to better serve the COB graduate clientele.</p> <p>Creates comprehensive reports using Excel formulas and spreadsheets, MS Word, and PowerPoint, regarding applicant data, application trends, recruitment strategies, and admissions results, including reports on growth in enrollment representation of persons of modest financial means, persons from currently underrepresented groups, and gender representation among students. Design and customize reports based upon data available in frequently used databases/systems: Radius, Handshake, Qualtrics, Tableau.</p> <p>Design and administer Internet surveys prospective students, current students, alumni, faculty, and stakeholders to monitor satisfaction, collect assessment data, and to support program development needs. Analyze data from Internet surveys and generate reports.</p> <p>Monitor regulatory compliance for utilization of the career data in ranking and accreditation submissions: US News, AACSB, MBA CSEA, etc. Collects demographic data; analyze and interpret data to inform and support career graduate programs and COB initiatives.</p> <p>Performs special projects, which require research, analysis, creation of spreadsheets, reports, and/or obtaining materials from outside vendors.</p>
-----	-------	---

Employee Initials:

Date:

FOR HUMAN RESOURCES USE ONLY:	
APPROVED CLASSIFICATION	WORKING TITLE
AA/S - Ex I	Graduate Programs Analyst - CCE Supported Programs

15%	Monthly	<p>Monitor and respond to current student and admissions email inboxes promptly, escalating messages to manager when necessary. Serve as the primary point of contact for current and prospective graduate students, staff, faculty, and the business community.</p> <p>Manage correspondence records with prospective and current students, utilizing CRM databases and shared drives. Maintain confidential student information and oversee softcopy files for prospective and current students.</p> <p><u>MEETING AND EVENT PLANNING:</u></p> <p>Responsible for organizing meetings and special events to include managing logistics, organize catering, prepare meeting materials, and provide on-site support during meetings/events. Organize and manage travel and virtual meeting arrangements for speakers, vendors, staff, students, faculty for meetings and events. Work with campus procurement and vendors to securing contracts to purchase goods and services for meetings/events. Provides support to Alumni students; act as a liaison between the COB and the business community, assisting in event planning. Supports the Director of Graduate Programs as needed.</p>
10%	Monthly	<p><u>BUDGET:</u></p> <p>Manage expense database to ensure programs/projects are meeting budgetary goals. Enter requisitions, monitor purchase orders, prepare direct payment requests, forward invoices for payment and reimbursements. Manage petty cash, refunds, and work orders.</p>
5%	Monthly	<p><u>PERSONNEL - LEAD WORK:</u></p> <p>Coordinates the hiring, placement and termination activities for instructional assistants, student assistants, work study students, etc., including preparing requisition requests, updating applicant tracking, communications, processing appropriate paperwork and enabling/disabling appropriate system access, etc. Reviews and processes timesheets / attendance sheets to ensure within payroll requirements; coordinates resolution of errors / issues with affected individuals; distributes payroll/warrants; prepares employee leave balance reports and distributes to appropriate supervisors. Provides onboarding orientation to new staff and student assistants; coordinating set up of workstations.</p>

## 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%	As Needed	Other duties as assigned.

FOR HUMAN RESOURCES USE ONLY:	
APPROVED CLASSIFICATION	WORKING TITLE
AA/S - Ex I	Graduate Programs Analyst - CCE Supported Programs

## 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.

Recommends procedural changes as programs are developed and/or revised; evaluates current systems in relation to College and University policies. Provides lead work direction to student assistants (1-9) and Instructional Student Assistants (1-10) and FWS students (1-3) related to operational work unit and program areas for the Graduate Program Office. Recommends and implements changes as needed. Works independently and/or under general direction and makes decisions daily on a wide variety of tasks. Project needs are identified, detailed plans are outlined, projects are initiated and coordinated, and work is delegated. Project is coordinated through initiation, execution, coordination, implementation, and evaluation. Support staff and work unit priorities are usually set. Full accountability for workflow and completion of work for the assigned support staff. Work is performed independently under general direction related to goals.

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

Possess high-level problem solving and analytical skills in resolving problems. Incumbent must possess the ability to determine when it is suitable to involve the Director of the Graduate Programs.

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

Representing the COB and the Director of the Graduate Programs, incumbent builds relationships with administrators, faculty, students, and staff of the University. Incumbent also strives to build relationships with leaders of the business community and other community members to promote the University and the Graduate Program Office activities and services. It is critical that the incumbent exercise diplomacy and tact in interpersonal relationships.

## 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				

Employee Initials:

Date:

FOR HUMAN RESOURCES USE ONLY:	
APPROVED CLASSIFICATION	WORKING TITLE
AA/S - Ex I	Graduate Programs Analyst - CCE Supported Programs

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>15</u> lbs. max	
O	Carry: <u>15</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