



POSITION DESCRIPTION

Department: Academic Advising /CEHHS
Working Title: Senior Student
 Services Specialist for Pathways to Careers
Job Code: 3084
Time Base: 1.0
Position Number: 00000327
Union / Unit (if applicable): Academic Professionals of California/ Unit 4

Position Reports To: Assistant Dean
Classification: Student Services Professional III

Range Code: 1
Exempt or Non-Exempt: Exempt
Last Update: 3/24/23

PURPOSE OF POSITION:

Under general direction of the Assistant Dean for the College of Education, Health & Human Services (CEHHS), the Pathways to Careers (PC) Senior Student Services Specialist is responsible for providing comprehensive and complex student services and advising for the CEHHS students enrolled in PC degree programs. Provide lead coordination and direction for PC degrees including, but not limited to, outreach and recruitment, admissions, retention, academic progress, program completion and/or graduation, credentialing, and career advising and post-graduation support. Responsible for administrative planning of service delivery and advisement, and direct support of students utilizing a high degree of judgment and professional counseling skills and knowledge in the assigned program area(s). Responsible for the integration of service delivery of PC degrees across all CEHHS and University programs. Responsible for the interpretation and resolution of complex and sensitive student concerns in accordance with program, college, university, and external policies and regulations. The incumbent will assist college leadership with the development and ongoing execution of a holistic vision for PC programs. The incumbent will build and maintain relationships with student organizations, the college community, campus partners and offices, external organizations, and other stakeholders in support of the assigned program area(s).

MAJOR RESPONSIBILITIES:

	<u>% of Time</u>
1. Comprehensive and Complex Student Services and Advising	35%
2. Program Outreach/Recruitment and Support	35%
3. Program Development & Oversight	20%
4. Records Maintenance & Evaluation Services	10%

LIST OF TASKS FOR EACH MAJOR RESPONSIBILITY:

1. **Provide Comprehensive and Complex Student Services and Advising**
 - a. Provide student support services and advising for students across the lifecycle of services.
 - b. Research, interpret, and communicate complex information about policies, procedures, and requirements related to undergraduate, credential, graduate, and professional programs and regulations.
 - c. Develop and provide academic and developmental advising to prospective undergraduate, credential, graduate, and professional students. Provide direct service to prospective students regarding program admission, transfer requirements, impact criteria, credential and licensure requirements, and curricula.
 - d. Recommend and participate in the evaluation of service and advising program strategies for impact and effectiveness.
 - e. Perform graduation and program completion audit/reviews to ensure students stay on track to meet graduation and program completion requirements and goals.
 - f. Provide oversight of policy and procedure documentation related to published information on program websites.
 - g. Advise students experiencing academic difficulty and apply techniques to evaluate current and past occurrences and reach appropriate conclusions and decisions.
 - h. Make decisions in individual cases to resolve complex problems sometimes involving controversial matters where guidelines and precedents do not always exist with mindset of bringing resolution to difficult situations.
 - i. Independently evaluate and interpret program, college, university, and external policies and regulations as they pertain to advising individual students and integration across CEHHS programs.

- j. Maintain working knowledge of Americans with Disabilities Act (ADA), Title IX regulations, FERPA expectations, system-wide Executive Orders, Standards for Student Conduct, and Cougar CARE protocols as it pertains to resolving student concerns and making appropriate referrals.
- k. Maintain expert knowledge of college and campus student resources including, but not limited to, Office of Admissions, the Career Services Center, the Office of Academic Advising, Learning & Tutoring Services, Office of Graduate Studies & Research (OGSR), Disability Support Services (DSS), the Dean of Students Office, Student Life & Leadership, the Office of Success Coaching, Personalized Academic Success Services (PASS), Student Health & Counseling Services (SHCS), Instructional Information Technology Services, the Office of Financial Aid, the Office of the Registrar, Student Financial Services, Associated Students Incorporated (ASI), Student Life Centers for Identity, Inclusions and Empowerment, DREAMers Resource Center, Global Programs, Extended Learning, and Veterans Services.
- l. Remain current on issues related to the field of academic advising by participating in training and professional development opportunities.

2. Program Outreach/Recruitment and Support

- a. Participate and support various advising outreach efforts to local community colleges and K-12 districts.
- b. Participate and support various advising outreach efforts designed to assist students in reaching graduation goals.
- c. Develop and execute sophisticated and compelling recruitment strategies and materials.
- d. Contribute content and ideas for student services information on the CEHHS website.
- e. Communicate and collaborate with department faculty to provide accurate and updated information to students.
- f. Coordinate PC-affiliated student success activities and events.
- g. Serve as the primary contact at student events and activities that relate to PC-affiliated programs.
- h. Coordinate with CSUSM Career Services to develop and lead robust career-related support for PC students.

3. Assigned Program Development and Oversight

- a. Responsible for recognizing specific program needs and for developing approaches for possible implementation to meet identified needs of PC programs and processes.
- b. Develop print and electronic communication and processing tools to support PC programs.
- c. Provide critical feedback to college leadership regarding how to assess and improve student participation and satisfaction with the assigned program area(s), as well as develop strategies for the execution of identified improvements.
- d. Other duties as assigned.

4. Record Maintenance and Evaluation

- a. Maintain electronic student records with appropriate documents and information with a high degree of accuracy and confidentiality.
- b. Review, analyze, maintain, and interpret confidential records requiring adherence to FERPA, HIPAA, Level I and II data, and other regulations associated with data privacy and security.
- c. Independently monitor student progress toward degree/program in assigned program(s); Research and review problems/issues.
- d. Provide appropriate tracking and referral of student issues.

Other Advising Duties as Assigned

Position requires flexibility to adapt to a constantly changing and growing student population, which may result in additional work assignments, projects, and new services offered to students.

PROVIDES LEAD DIRECTION OF OTHERS

N/A

REQUIREMENTS OF POSITION:

1. List education and experience required

- a. Equivalent to graduation from a four-year college or university in one of the behavioral or social sciences (e.g. psychology, sociology, social work, etc.).
- b. Minimum three (3) years of professional experience working as a student services specialist (SSP, or equivalent non-CSU classification).

Preferences

- a. A master's degree in a counseling-related field is preferred and may be substituted for one year of the required experience.
- b. Experience with PeopleSoft system.
- c. Experience with career services resources for students.
- d. Experience with multi-modality student outreach and recruitment across (digital, in-person, communication).

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

- a. Employment of advanced advising techniques with sensitivity to assist students is required.
- b. Ability to make judgments and decisions beyond the prescribed rules and guidelines.
- c. Thorough knowledge of the principles of individual and group behavior.
- d. Must be skilled in leading groups, facilitating group interactions, team building, guiding and leading staff in student services related issues.
- e. Must be trained and proficient in interacting with persons of varied age, ethnicity, social, cultural, economic, and educational backgrounds.
- f. Proficiency in undergraduate/graduate student advising in a college setting.
- g. High level of knowledge in academic regulations, transfer, outreach and recruitment, course articulation, and the knowledge of four-year colleges/university operations.
- h. Experience with cohort models and a competitive application process.
- i. Knowledge and experience in academic, administrative, and student records processing and management.
- j. Ability to interact/communicate effectively with community members, University personnel, faculty, staff and students.
- k. Ability to identify and solve problems and project consequences of various alternative courses of action.
- l. Strong knowledge and experience in Mac or PC platform; Microsoft office software.
- m. Strong experience and knowledge in development and maintenance of databases and/or information tracking systems.
- n. Skills, experience and knowledge in World Wide Web home page design, development and maintenance.
- o. Proven ability to effectively adapt and respond to change, as applied to the creation of new academic programs within CEHHS.
- p. Ability to work as part of a team and ability to work collaboratively with others in the promotion, development and management of student services for CEHHS.
- q. Ability to complete multiple and complex projects concurrently, with accuracy, and under multiple deadlines.
- r. Ability to work independently and serve as lead in area(s) related to CEHHS advising and student services.
- s. Maintain knowledge of general entrance requirements for CEHHS post-baccalaureate, masters, and doctoral programs.
- t. Knowledge of the course articulation process is preferred, in order to annually review and update the course articulation agreements for CEHHS degree programs.
- u. Ability to work flexible hours as needed.

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

- a. Daily use of PC and/or Macintosh computer hardware software.
- b. Travel occasionally within local and regional service area.

4. Unique working conditions

- a. Coordination of large quantity of academic and programmatic information.
- b. Frequent informational contact with local community members, University faculty, staff and students, student parents.
- c. Provide consistent information in an advising environment.
- d. Occasional evening and weekend work may be required.
- e. Cooperatively and collaboratively work with both internal and external University constituents.
- f. This position is subject to a criminal background check based on meeting the following criteria: Access to detailed personally identifiable information about students, faculty, staff, or alumni which might enable identity theft

5. Other Employment Requirements

- a. This position is subject to a criminal background 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.

- b. Must participate in required campus trainings including, but not limited to, Information Security Awareness Training and Sexual Violence Awareness and Prevention "EDU: Eliminate Campus Sexual Misconduct."

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.

CEHHS Student Services Graduate Team	To coordinate development and delivery of student services	Daily
Program chairs/directors	To coordinate development and delivery of student services	Weekly
Students	To provide support in progressing toward a degree	As needed
Staff/faculty	To coordinate provision of advising/outreach	As needed
Extended Learning	To coordinate process, articulation and communication with students	As needed
UAS	To coordinate university-wide processes	As needed
R&R Staff	To communicate and coordinate the processing of students	Weekly
Outreach Office	To coordinate the advising of non-matriculated students	As needed
Global Affairs	To coordinate advising of International students	As needed
Articulation Officer	To develop and maintain agreements with other institutions	As needed
Computing Consultants	To develop and maintain computer assisted advising programs	Weekly
EOP/TRiO/CAMP Staff	To communicate special advising needs	As needed
Financial Aid Staff	To coordinate special advising needs and processes	As needed
Student L & L	To coordinate orientation design and delivery	As needed
Dept. Chairs	To coordinate for course offerings, number of seats	As needed
Academic Programs	To assist in coordination with roadmaps, impaction and resolution of CEHHS issues	As needed
Career Center	To collaborate to development programming for CEHHS students	As needed
Planning & Academic Resources	To coordinate course demand and setup	As needed

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

MENTAL EFFORT

Number of hours/day	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: _____