

## Assistant Director, Conference Services and Off-Campus Housing (Student Services Professional IV)

PD No.:PD-3108

### 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-Revision  |
| <b>Internal Team:*</b>                    | FL-Housing-Administration - 10130   |
| <b>Job Code/Employee Classification:*</b> | SSP IV<br><u>Job Code: 3086</u>   |
| <b>Classification Title:</b>              | Student Services Professional IV  |
| <b>MPP Job Code:</b>                      | NA  |
| <b>Position Number:</b>                   | SSP IV<br><u>Position no: FL-10009519</u>   |
| <b>CSU Working Title:*</b>                | Assistant Director, Conference Services and Off-Campus Housing (Student Services Professional IV) |
| <b>Salary Range/Grade:</b>                | 3086-RANGE A-Grade-1<br>Minimum: \$ 6,019.00<br>Maximum: \$ 8,585.00<br>Pay Frequency:            |
| <b>Reports to Supervisor:</b>             | Christine G. Byun   |
| <b>Reports To:*</b>                       | Associate Director, Admin &<br>Conference Service<br><u>Position no: FL-10009337</u>              |
| <b>Campus:*</b>                           | Fullerton   |
| <b>Division:*</b>                         | VP, Student Affairs Office  |
| <b>College/Program:*</b>                  | Student Engagement  |
| <b>Department:*</b>                       | Housing-Administration - 10130  |
| <b>FLSA Status:</b>                       | Exempt  |
| <b>Hiring Type:</b>                       | Probationary  |
| <b>Workplace Type (Exclude Inst Fac):</b> |   |
| <b>Pay Plan:</b>                          | 12 Months   |
| <b>Pay Plan Months Off:</b>               | NA  |

### POSITION DESIGNATION

|  |   |
|--|---|
| <b>Mandated Reporter:*</b>                                     | General - The person holding this position is considered a general 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 checked="" type="radio"/> Yes <input type="radio"/> No   |
| <b>Care of People (including minors) Animals and Property:</b> | Yes   |
| <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>            | Yes   |
| <b>Access to controlled or hazardous substances:</b>           | No  |
| <b>Access/responsibility to personal info:</b>                 | 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:** Yes

**Significant responsibility for Campus Activities:** No

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

In consultation with the Associate Director of Administration and Conference Services, the Assistant Director, Conference Services and Off-Campus Housing is responsible for coordinating and facilitating housing operations, which includes but is not limited to the following: marketing (e.g., emails, website, social media, etc.) and assessment of housing programs and services; recruitment, selection, training, supervision and evaluation of the Conference Services student staff and graduate interns; facilitation of academic year and summer conference services in collaboration with campus stakeholders (e.g., Vice President for Student Affairs Office, Student Affairs departments, academic colleges and departments, Procurement, Information Technology, Facilities Use Office, etc.); and coordination of department events (e.g., Fall in Love with Fullerton Day, Experience CSUF Day, Citrus Awards, Opening and Closing of the residential facilities, etc.). In addition, Incumbent serves as the lead for the HEAT (Housing Events Action Team), and represents the department on campus-wide committees, initiatives, etc. Incumbent works independently, asserts initiative, and contributes broadly to the mission, vision and values of the Housing and Residential Engagement department. Assists the Associate Director of Administration and Conference Services with departmental planning efforts and operational tasks as needed and assigned. The AD will also serve as the principal point of contact for those seeking off-campus accommodations by providing resources. The AD will plan and implement workshops and programs focused on off-campus renters' rights and responsibilities. Liaison with our off-campus housing website vendor and promote and strengthen positive relationships and partnerships. The Assistant Director serves in a second-level duty rotation and provides emergency response, crisis intervention and makes referrals as appropriate. Other duties as assigned.

**Minimum Qualifications:\***

Bachelor's degree or the equivalent from an accredited four-year college or university in a related field plus upper division or graduate course work in counseling techniques, interviewing, and conflict resolution. Four years of professional student services work experience including experience advising students individually and in groups, as well as the analysis and resolution of complex student services problems. 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 two years of professional experience.

General knowledge of the problems and methods of public administration, including organizational, personnel, and fiscal management. Knowledge of advanced statistical and research methods. 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. Excellent verbal and written communication skills, as well as the ability to acquire knowledge of campus procedures, activities and of 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:**

Housing administration and/or conference services experience along with a master's degree from an accredited college or university. Ability to effectively lead and oversee housing office student staff. Ability to cultivate and maintain a positive and productive working atmosphere in the department. Ability to develop cooperative relationships with other University departments. Ability to develop cooperative relationships with off-campus housing resources such as vendors, conference guests, etc. Knowledge of workplace security and safety especially as it relates to live-on, on call, after hours duty procedures. Ability to work independently, plan, organize, coordinate, and perform daily and long-range activities. Ability to exercise initiative and establish priorities. Knowledge of department and University policies and procedures in order to effectively support the operation of the department. Ability to monitor departmental budgets. Knowledge of residential management system software applications.

**Special Conditions:**

Position requires occasional night and weekend hours. Must be available for campus and departmental emergency response, which may require returning to campus after hours, on weekends and on holidays. Serves in a 2nd-level on-call duty rotation, provides crisis intervention and emergency response, and makes referrals as appropriate.

**License / Certification:**

Valid California driver's license. Position may require the use of a state and/or personal vehicle for business related events.

**Supervises Employees:\***

Yes  No

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

Student Assistants (20-30)

## Job Duties

### JOB DUTIES

| % of time | Duties / Responsibilities  | Essential / Marginal |
|-----------|--|----------------------|
| 30%       | <p>Administration and Client/Vendor Relations</p> <ul style="list-style-type: none"> <li>• Serves as a member of the Housing and Residential Engagement leadership team.</li> <li>• Works independently, asserts initiative, and contributes broadly to the mission, vision, values and decision-making processes within the department.</li> <li>• Assists the Associate Director of Administration and Conference Services with departmental planning efforts and operational tasks especially as it relates to the facilitation of year-round housing operations including the planning, implementation and evaluation of move-in/out each semester.</li> <li>• Coordinates year-round reservations and event services for internal and external partners.</li> <li>• Maintains conference and event services equipment inventories.</li> <li>• Establishes and maintains client relations and promotes high level of customer services practices.</li> <li>• Collaborates with off-site vendors to provide student, event, and conference service amenities.</li> <li>• Assists with the coordination and maintenance of the Conference Services website as well as the StarRez Conference Services module.</li> <li>• Responsible for generating proposals, billing and tracking of the Conference Services budget.</li> <li>• Work schedule includes office hours and evening/weekend requirements as dictated by program needs.</li> <li>• Facilitates complex work assignments that require considerable planning and coordination where few precedents or guidelines exist.</li> <li>• Uses judgment to select and interpret available guidelines and precedents, and within their area of expertise, to adapt or create approaches and procedures to fit specific situations; develop solutions for problems or challenges which represent integrative solutions.</li> </ul> | Essential            |
| 10%       | <p>Student Leader Development, Advisement, and Supervision</p> <ul style="list-style-type: none"> <li>• Recruits, selects, trains, supervises and evaluates Conference Services student staff, in addition to graduate student assistants/interns.</li> <li>• Designs intentional learning experiences for student staff that emphasizes and develops leadership skills.</li> <li>• Coordinates student staff schedules associated for the academic year and summer responsibilities.</li> <li>• Facilitates weekly staff meetings, and semi-annual training sessions on topics such as diversity, conflict mediation, communication skills, etc.</li> <li>• Coordinates mid-semester grade checks and meets with students regarding academic progress as needed</li> <li>• Conducts annual performance evaluations as well as entrance and exit meetings with student staff members as needed.</li> <li>• Establishes policies, procedures, and expectations for student staff and oversees adherence to these responsibilities; initiates accountability measures as required.</li> <li>• Performs in-depth analysis of individual student or group problems of considerable complexity; identify problems and alternative solutions available without assistance from guidelines and formulas; analyze individual student or group situations thoroughly, perceive the available alternatives and their implications and must formulate and communicates this information with those present.</li> </ul>  | Essential            |
| 30%       | <p>Program Development and Assessment</p> <ul style="list-style-type: none"> <li>• Plans, designs, implements and evaluates year-round administration, event and conference services.</li> <li>• Coordinate marketings, on-site logistics and housing operations/services for summer conference groups and clients.</li> <li>• Responsible for meeting annual budget/revenue goals for conference and event services.</li> <li>• Collaborates across the university with various departments and personnel to improve programmatic offerings.</li> <li>• Serves as a resource for campus community members, guests and vendors as it relates to conference services including the coordination of any necessary internet access, email services, or social media communication.</li> <li>• Ensures departmental and University policies and procedures are followed by summer conferences and/or events.</li> <li>• Leads planning and execution for department events such as Fall in Love with Fullerton, Experience CSUF, Citrus Awards and other events.</li> <li>• Coordinates Housing Events Action Team, which consists of planning meetings, membership, and overall direction for the team.</li> <li>• Provides support for Student Affairs learning and programming efforts by participating in campus wide committees, initiatives, etc.</li> </ul>   | Essential            |
| 10%       | <p>Counseling and Emergency Response</p> <ul style="list-style-type: none"> <li>• Responsible to provide support and advise student staff on personal, academic, social concerns, as well as general assistance with summer conference clients.</li> <li>• Obtains and interprets information and makes appropriate referrals.</li> <li>• Assesses and responds to emergency situations in the absence of the Associate Director of Administration and Conference Services.</li> <li>• Serves in a second-level duty rotation and provides emergency response, crisis intervention and makes referrals as appropriate.</li> </ul>  | Essential            |


|     |   |                  |
|-----|---|------------------|
| 15% | <b>Off-Campus Housing Coordination</b> <ul style="list-style-type: none"><li>• Plan and implement workshops for on-campus housing including apartment selection, renters' rights and responsibilities, roommate matching, financial management.</li><li>• Serve as point of contact for off-campus housing vendors, and local property managers</li><li>• Maintain list and resources regarding local housing laws, neighborhood amenities, transportation options and community services.</li><li>• Help students understand fiscal responsibilities including rent payments, security deposits and other financial issues.</li><li>• Provide tools for managing disputes between tenants, landlords, neighbors.</li><li>• Develop and implement programs including housing fairs, information sessions and safety workshops.</li><li>• Maintain database of available housing options and students seeking roommates.</li></ul> | <b>Essential</b> |
|-----|---|------------------|

---

|    |                                 |                  |
|----|---------------------------------|------------------|
| 5% | <b>Other duties as assigned</b> | <b>Essential</b> |
|----|---------------------------------|------------------|

---

**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>                          | Constantly - Essential   |
| <b>Crawling:</b>                               | Never                    |
| <b>Decision Making:</b>                        | Frequently - Essential   |
| <b>Keyboarding and Mousing:</b>                | Frequently - Essential   |
| <b>Lifting or Carrying up to 10 lbs.:</b>      | Occasionally - Essential |
| <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>                | Frequently - Essential   |
| <b>Pushing or Pulling:</b>                     | Occasionally             |
| <b>Reaching Overhead:</b>                      | Occasionally             |
| <b>Repetitive Motion of Upper Extremities:</b> | Frequently               |
| <b>Sitting:</b>                                | Frequently - Essential   |
| <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**

|   |                          |
|---|--------------------------|
| <b>Drive motorized equipment:</b>           | Occasionally - Essential |
| <b>Excessive Noise:</b>                     | Frequently               |
| <b>Hazards:</b>                             | Occasionally             |
| <b>Outdoor:</b>                             | Occasionally - Essential |
| <b>Elevated Work:</b>                       |                          |
| <b>Extreme Temperature (hot or cold):</b>   | Occasionally             |
| <b>Indoor (Typical office environment):</b> | Constantly - Essential   |

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:**
- 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:**

**POSTING DETAILS**

**Advertising Summary:**

Advertisement text:

HRDI only.

**USERS AND APPROVALS**

**Justification for Position:**

This position is funded entirely out of student housing fees; no state dollars are used for this position. Replacing Rebecca Calvillo as she has accepted a new position within the University effective April 8th. We would like to have this posted to hire a new Assistant Director by June as conference season begins then.

242-587


**Hiring Administrator:\***

Kafele Khalfani

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

**Approval process:\***

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

|                                    |   |
|------------------------------------|---|
| 1. MPP Supervisor:                 | Gina Byun  Approved Jun 28, 2024       |
| 2. Department Head/Associate Dean: | Kafele Khalfani  Approved Jun 28, 2024 |
| 3. HR Classifier:                  | Tammy Dietzel  Approved Jul 1, 2024    |
| 4. Appropriate Administrator/Dean: | Vincent Vigil  Approved Jul 1, 2024    |
| 5. Position Management:            | FL-HRDI PM  Approved Jul 1, 2024       |

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

FL-HRDI Classifier

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