

Sonoma State University is committed to achieving excellence through teaching, scholarship, learning and inclusion. In line with our Strategic Plan and our Seawolf Commitment, our values include diversity, equity, sustainability, community engagement, respect, responsibility, excellence and integrity. We strive to cultivate a community in which a diverse population can learn and work in an atmosphere of civility and respect. We encourage innovation, experimentation and creativity, as well as contributions to equity and inclusion, in the pursuit of excellence for all members of our university community.

**Position Purpose:** Reporting to the Director of the Seawolf Service Center (SSC), the Seawolf Service Specialist is responsible for providing a variety of complex administrative and technical services in support of the campus community. The services involve application of a wide range of regulations, policies, and procedures, as well as a number of complex computer software systems. The Seawolf Service Specialist assesses individual customer problems and solves them through troubleshooting, coordination with other campus departments and through independent research, including assisting customers in obtaining resolution to University service problems beyond the purview of the Division of Administration and Finance. The Seawolf Service Specialist provides recommendations and proposes solutions for improvement in administrative processes and is the frontline dealing daily with a steady stream of customers, both in person, via email, and by phone.

**Major Duties:** Working under general supervision, major duties of the position include, but are not limited to, the following:

- Provides the first level of service to the campus community by answering the Campus Information Line as well as the Financial Aid and Seawolf Service Center department main lines, answering emails, and covering the frontline counter in order to resolve customer issues or concerns. In addition, this includes assisting parents and students with individual account reconciliation and financial aid and/or payment requirements.
- Reviews documents submitted for veteran's education benefits and/or fee waivers, and determines when a problem is highly complex and must be referred to a Financial Aid Representative, technical staff member, the School Certifying Official, or management.
- Provides information pertaining to third party sponsors and waivers for Veterans, Department of Rehabilitation, and foreign students.
- Accurately assesses charges and processes payments for all University fees, including applications, registration, course fees, test fees, employee parking fees, parking citations, housing room and board, and various user, damage and late fees. Processes scholarship checks as requested by the Scholarship Office.
- Meets with students and/or parents to resolve financial "holds" and negotiate payment agreements.
- Provides services related to campus facilities, requiring the ability to assess job requirements and priorities for the purpose of scheduling and tracking of work requests for maintenance of facilities.
- Issues campus ID cards to all students, staff, and faculty.
- Maintains databases and stock of campus keys (including electronic key cards) and issues keys as appropriate for employment or student needs.
- Logs and tracks the campus "Lost and Found" and arranges for the auction, if applicable.
- Works closely with the Payroll office to receive checks daily, prepare and sort checks for campus issuance and distribute payroll checks.
- Coordinates application processing tasks such as taking in student financial aid file completion documents and reviewing them for completeness according to established standards.
- May prepare and perform informational presentations.
- Participates in outreach activities and other university activities such as, but not limited to, Seawolf Decision Day, Commencement, and Move-in weekend.
- Annual and monthly rotated duties include, but are not limited to, maintaining the University's Change Fund which includes providing change to campus departments, coordinating department e-mail/voicemail, website updating, staff meeting note taker, and temporary parking permit custodianship. Periodic stuffing of mass mailings; routine filing, copying; general office clean-up; opening, logging, and distributing daily mail; monitoring and requesting orders for supplies; serving as department procurement card holder,

planning completion of application processing tasks such as filing, file preparation, mailings, and special projects according to daily, weekly, and other periodic schedules; coordinating the imaging of file documents and performing scanning/indexing/archiving tasks; and using word processing software and other means to update application and informational materials in a variety of media.

**Secondary Duties:** Performs other secondary duties as assigned.

**Work Environment:** Duties will primarily take place in an office setting however additional duties may be performed in various locations on the Sonoma State University campus, including working both indoors and outdoors to support and participate in university activities and events. The normal work schedule is Monday through Friday aligned with regular campus hours. Your specific start time is determined by your Appropriate Administrator. As a non-exempt employee, any request for overtime will be specified and pre-approved by Appropriate Administrator. Evening and weekend hours may be required and will be specified only by the supervisor to meet operational needs. The incumbent must maintain regular and acceptable attendance at such levels as is determined by the Appropriate Administrator. The position may require occasional travel, by automobile and airplane, and the incumbent must be able to work some night and weekend hours with overnight stays.

This position requires, with or without reasonable accommodations, the ability to frequently sit, move or stand for office and/or event functions, be at a computer for 6-8 hours/day, occasionally reach with hands and arms, climb or balance, stoop and kneel and lift objects of up to 20 lbs in weight; as well as, the ability to work in an environment with extensive public contact; and frequently speak to students, staff, and faculty in person and by phone.

**Minimum Qualifications:** This position requires a bachelor's degree and/or the 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. Experience working in higher education preferred. Intermediate proficiency with computers and Microsoft Office (Word, Excel) required. Knowledge of Google Suite, PeopleSoft, Transact, Basis/OnGuard, Atrium preferred. Bilingual fluency (English/Spanish) is preferred.

In addition, this position requires the following: ability to learn, interpret, and apply a wide variety of policies and procedures relating to and impacting SSC; working knowledge of general practices of the SSC; basic knowledge of and ability to apply fundamental concepts; and a working knowledge of budget policies and procedures. The incumbent must possess the ability to work with students, faculty, staff and the community in a wide variety of situations; must be detail-oriented and possess strong organizational skills; must have the ability to analyze data and make accurate projections using business mathematics and basic statistical techniques; must have the ability to prioritize and perform multiple tasks; work independently with little or no supervision; must have the ability to make independent decisions and exercise sound judgment, discretion and initiative in performing complex work; maintain working relationships with faculty, staff and students; must have strong written and oral communication skills and have the ability to compile, write, and present reports related to the program. Must have the demonstrated ability to serve as a liaison for the organizational unit. The incumbent must be able to provide outstanding customer service to students, staff, faculty, and visitors while working in a professional, fast-paced environment.

Must have the ability to effectively communicate with all levels within the university and establish and maintain productive and effective, inclusive working relationships amongst diverse populations including staff, faculty, administration, students, and other internal and external constituents. Must be able to accept constructive feedback and work cooperatively in group situations. Must possess the ability to operationalize sustainability concepts (economy, society, and environment) into all aspects of performing job duties.