

MPP / Staff Position Description

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| **HUMAN RESOURCES USE ONLY** | |
| **Conflict of Interest (COI) Designated:**  Yes  No  **Mandated Reporter:**  Limited  General  N/A  **Review Date:** | ***MPP Positions Only***  **MPP Job Code:**  **Job Family:**  **Job Function:**  **Job Category:** |

**Mandated Reporter Per CANRA**   **YES**   **NO**

The person holding this position is considered a ‘mandated reporter,’ under the California Child Abuse and Neglect Reporting Act (CANRA) and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.

**Please Note**: A current and accurate signed Position Description is required for each MPP / Staff position and must be on file in the Center for Human Resources. After completion, the Position Description should be reviewed, signed and dated by the employee, the supervisor and the Center for Human Resources - Classification and Compensation.

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| --- | --- | --- |
| **Please check one:** | New Position | Existing Position Update |

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| --- | --- |
| **Date:** | 2/15/2024 |
| **Department & Division:** | EOP, Outreach & Success |
| **Employee Name**  *(leave blank if vacant)***:** |  |
| **Current Classification & Grade:** | Student Services Professional III |
| **FLSA Status:**  *(exempt or non-exempt)* | Exempt |
| **Working Title:** | Transfer Outreach and Student Success Coordinator |
| **Position Number & Job Code:** | 10009030 – 3084 |
| **Working Title & Position Number of HEERA Designated Appropriate Administrator:** | Associate Director, EOP, Outreach and Success / 10004593 |

**I. FUNCTION OF THE EMPLOYING UNIT:**

*State the basic purpose of the Department/Unit in one brief paragraph. Include the division’s DEI statement here.*

The Office of the Vice President for Student Affairs and Campus Diversity is responsible for the coordination and development of student services and building the inclusive excellence of SDSU's staff and faculty at San Diego State University.  Departments include, but not limited to, Assistant Deans for Student Affairs; Career Services; Communications Services; Counseling & Psychological Services; Cultural and Identity Centers; Center for Educational Opportunity Programs, Outreach and Success; Financial Aid and Scholarships; Military Veterans Program; New Student and Parent Programs; Office of the Student Ombudsman; Residential Education; Resource Management; Student Disability Center; Student Health Services; Student Life and Leadership; Student Rights and Responsibilities; Testing Services Office; Well-being & Health Promotion; and programming related to Inclusive Excellence.

*Division of Student Affairs and Campus Diversity*

The Division facilitates the academic and career success, personal growth and well-being of all students, and works proactively to address systemic inequities through professional learning, community building, advocacy, policy recommendations and organizational structures. We aim to foster an affirming campus culture based on the core values of excellence, equity, diversity, belonging and inclusion through:

* Recruiting and retaining faculty and staff who are reflective of the diverse student body and communities served by SDSU, and recruiting students who are representative of the rich diversity of the region and the world;
* Fostering an environment that is welcoming, affirming, and empowering for students, faculty, staff and alumni of all backgrounds;
* Enhancing the career and educational pathways of a diverse student body, the faculty and staff, including enhancing the learning environment and expanding learning opportunities for all students inside and outside the classroom, and expanding and connecting opportunities for students to participate in transformational experiences;
* Developing leaders who believe in and lead others toward supporting civility, mutual respect and diversity in our society and workplaces;  and
* Cultivating relationships with the local community that advance the well-being of diverse individuals and communities.

Position upholds the Student Affairs and Campus Diversity Statement on Diversity, Equity, and Inclusion, specifically:

*“The Division of Student Affairs and Campus Diversity acknowledges and honors the inherent value and dignity of all individuals by creating and nurturing a learning and working environment that affirms and leverages our community’s diversity of traditions, heritages, perspectives, and experiences. We are committed to fostering a culture of inclusive excellence designed to facilitate the personal and professional success, growth, development, and well-being of all members of our community. We manifest this commitment through our innovative, strategic and collaborative efforts to develop leaders who believe in and lead others toward practicing civility, mutual respect, and inclusion in our workplaces and society.”*

**II. PURPOSE OF POSITION**:

*State the basic purpose of the position in one to three specific statements.*

Under general supervision of the Associate Director, EOP, Outreach and Success, and in collaboration with Enrollment Services, the incumbent will lead the coordination of various transfer student outreach and student success activities and other programs as assigned. Incumbent will lead efforts to strengthen partnerships with community college support organizations to include Umoja, Puente, and HUBU, as well as community college personnel to positively impact education, access, and college success for specially admitted transfer students.

**III. CHANGES IN RESPONSIBILITIES:**

**IV. MAJOR RESPONSIBILITIES**:

*Clearly list the major responsibilities/essential functions in descending order from the most important to the least important. Indicate the approximate percentage of time spent in each (percentages should not be less than 5%). The percentage must total 100%.*

| **Description of Responsibilities:** | **(%) Percent of Time** |
| --- | --- |
| **Transfer Student Outreach/Verification:**   * Establish and maintain relationships with community college, Umoja, Puente, and HUBU personnel to facilitate SDSU outreach/admission efforts to targeted transfer student populations. * Work closely with community colleges, organizational partners, and Enrollment Services to verify student membership/participation in Umoja, Puente, etc. * Coordinate with Enrollment Services to answer questions regarding application and admission status for these specially admitted students. * Plan and conduct presentations, workshops and other events for targeted transfer student populations. | 45% |
| **Transfer Student Support and Success:**   * Build and maintain strong and effective working relationships with a variety of campus partners in the alignment of services and supports designed to meet student needs. * Responsible for the development, coordination and evaluation of activities, services and resources that meet the needs of the students. * Help address the needs of the students through the implementation of effective educational, social, integrative diversity, intersectional, community-building and leadership development programming. * Responsible for the coordination of workshops/presentations that support student’s academic success. * Prepare program reports, integrating program evaluation summaries, and all relevant data. * Develop and administer pre-assessments and post-assessment to measure student learning. * Evaluate program outcomes and make recommendations when appropriate. * Track and analyze data related to outreach efforts and student success. * Analyze student data and develop recommendations supporting the successful transition and retention of students. | 50% |
| **Other Duties as Assigned:**   * Attend and participate in staff meetings and program activities as required. * Serve as a responsible role model for student program participants. * Assist with planning annual events such as, but not limited to,:   + EOPOS First Contact   + Explore SDSU Open House   + EOPOS Graduation   + EOPOS Welcome Week   Assist with other events, programs and activities as needed. | 5% |
| **Total**  **=100%** | 100% |

**V. LEAD WORK DIRECTION OVER OTHERS**:

*List of individuals the incumbent supervises/leads. Indicate the type of supervision, whether direct (directly supervises the position and conducts performance evaluation) or general (acting in a lead capacity or assigning work).*

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| --- | --- | --- |
| **Classification** | **Working Title** | **Type of work direction**  **(Direct or General)** |
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**VI.** **POSITION REQUIREMENTS**:

*A. List education and years of experience required that are based on the classification standards.*

Equivalent to graduation from a 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 where such are job-related. Possession of these knowledge and abilities is typically demonstrated through the equivalent of three years of progressively responsible professional student services work experience. One year in the program area to which assigned may be preferred but is not required.

A master’s degree in Counseling, Clinical Psychology, Social Work, or a directly related field may be substituted for one year of experience. A doctorate degree and the appropriate internship or clinical training in counseling or guidance may be substituted for the three years of experience for positions with a major responsibility for professional career or personal counseling.

*B. Skills, knowledge, and abilities required for this position that are based on the classification standards*

* Working knowledge of research and observation techniques for the purpose of recording, classifying, and interpreting factual information; and working knowledge of the techniques and methods of interviewing.
* Working knowledge of the practices, procedures and activities of the program to which assigned; general knowledge of the methods and problems of organizational and program management; general knowledge of research and interview techniques; and general knowledge of the principles of individual and group behavior.
* Thorough knowledge of the principles of individual and group behavior; general knowledge of the principles, practices and trends of the Student Services field as well as general knowledge of the policies, procedures and practices of the program area to which assigned.; general knowledge of individual counseling techniques; general knowledge, or the ability to rapidly acquire such knowledge, of the organizational procedures and activities of the specific campus to which the position is assigned; working knowledge of student services programs outside the program to which immediately assigned.
* Ability to gather and analyze data; ability to reason logically, draw valid conclusions and make appropriate recommendations; ability to participate in and contribute to group meetings, conferences and interviews; ability to clearly express ideas and recommendations orally; ability to write clear and concise reports.
* Ability to interpret and apply program rules and regulations; ability to use initiative and resourcefulness in planning work assignments and in implementing long-range program improvements; ability to obtain factual and interpretative information through interviews; ability to reason logically; ability to collect, compile, analyze and evaluate data and make verbal or written presentations based on these data; ability to advise students individually and in groups on routine matters where required; ability to recognize multicultural, multi-sexed and multi-aged value systems and work accordingly.
* Demonstrated ability to make decisions and carry through actions having implications with regard to other program or service areas Services Office.
* 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 determine appropriate courses of action and proper techniques to utilize while engaged with individuals in personal interactions of an argumentative or sensitive nature; ability to interpret and evaluate descriptions and explanations of problems brought forward by individuals or student organizations, analyze and define the problem, draw valid conclusions and project consequences of various alternative courses of action; ability to carry out a variety of professionally complex assignments without detailed instructions; and ability to establish and maintain cooperative working relationships with a variety of individuals.

*C. Specialized skills required for this position*

* Demonstrated experience working with historically low-income and educationally disadvantaged students.
* Experience presenting to both student and parent audiences on topics related to college knowledge and transfer college access.
* Ability to work evenings/weekends.
* General working knowledge of applicable university infrastructure, policies, and procedures.
* Thorough knowledge of office methods, procedures, and practices.
* Demonstrated knowledge of transfer student characteristics and needs.

*D. License and Certification Required (I.e., Driver’s License and Grade, Certification, etc.)*

**VII.** **PREFERRED QUALIFICATIONS**:

* Demonstrated and highly skilled delivery of outreach presentations to parents, students, and/or community groups.
* Experience with both local and non-local transfer student populations.
* Knowledge of and experience with EOPOS outreach programs, partnerships and collaborations.

**VIII. SIGNATURES:**

*The signature indicates position description is an accurate and correct statement of duties and responsibilities assigned to the position. (Limited to 3 Signers as listed below)*

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|  |  |  |
| Incumbent’s Signature/Acknowledgment |  | Date |
|  | | |
|  |  |  |
| Appropriate Administrator Signature |  | Date |
|  | | |
|  |  |  |
| Classification & Compensation Services |  | Date |

# Attachment A

Complete for all positions

**To comply with the provisions of the Americans with Disabilities Act, specify the physical, mental, and environmental conditions of the essential functions of the job, please complete the sections below.**

**Physical Summary:** Choose one description out of the categories below that best describes this position.

**Sedentary Work:** Involves mainly sitting. Walking and standing are minimal. Lifting is limited to lightweight objects (10 pounds or less).

**Light Work:** Job involves some lifting of medium weight objects (10-20 pounds) and/or 10% -20% of the job involves standing or walking.

**Medium Work:** Job **i**nvolves lifting heavy-weight objects (20-40 pounds) and/or 20%-40% of the job involves standing, squatting, kneeling, or walking. May require pushing or pulling objects within the weight limits.

**Heavy Work:** Job involves lifting more than 40 pounds. Approximately half of the incumbent’s time will be spent walking, standing, squatting, kneeling, or climbing.

**Use the codes below for each of the items which most accurately describe the extent of the specific activity performed in this position.**

“C” = constantly or 6-8 hours per day “F” = frequently or 3-6 hours per day

“O” = occasionally or up to 3 hours per day “N” = never

|  |  |  |  |
| --- | --- | --- | --- |
| **Physical Requirements of the Position** | | **Mental Requirements of the Position** | |
| O | Bending (neck) | F | Reading & Comprehending |
| O | Bending (waist) | F | Writing |
| N | Climbing | O | Performing Calculations |
| N | Crawling | F | Communicating Orally |
| N | Kneeling | F | Reasoning & Analyzing |
| N | Pushing/Pulling | F | Decision Making |
| F | Sitting | O | Directing/Coordinating Others: |
| N | Squatting |  | Other: |
| O | Standing | **Environmental Working Conditions** | |
| N | Twisting (neck) | O | Exposure to variations in temperature/humidity |
| N | Twisting (waist) | N | Exposure to chemicals, gases, dust or fumes |
| O | Walking | O | Operates machinery or drives motorized equipment |
| O | Handling Objects | N | Exposure to bio-hazards |
| O | Manual dexterity | C | Working in normal office environment |
| N | Reach above/below shoulder | O | Working outside with various weather conditions |
| N | Using foot controls | N | Uses specialized equipment |
|  | Other: |  | Other: |

# Attachment B

Complete for all positions

***Sensitive Position:*** *For current employees who are voluntarily reassigned or reclassified to a sensitive position, a background check is also required. To determine if this position is a sensitive position, please consult with Human Resources and reference the* [*CSU Background Check Policy*](https://sdsuedu.sharepoint.com/sites/BFA/HR/employment/Pages/CSU-Background-Check-Policy.aspx).

|  |  |  |
| --- | --- | --- |
| *Consideration for designation as a sensitive position per HR Technical Letter 2017-17* | | |
| 1. Does this position have responsibility for the care, safety, and security of people (including children and minors), animals, and CSU property? | Yes  No | Sexual offender registry check for those who perform work involving regular or direct contact with minor children and those who are identified as mandated reporters of child abuse and neglect under Executive Order 1083 and California Penal Code §11165.7(a). |
| 1. Does this position have access to and responsibility for detailed personally identifiable information about students, faculty, staff, or alumni that is protected, personal, or sensitive? | Yes  No | Access to Level Protected Level 1 Data: (i.e., Passwords, DOB, Credit Card Numbers, SSN’s, Medical Data, Law Enforcement Records, etc.) - Link to or incorporate ICSUAM pages. |
| 1. Does this position have access to student records? | Yes  No | FERPA (Access to student education records) |
| 1. Is the position responding for recording/reporting Clery Data? | Yes  No | Clery Act Basics |
| 1. Does the position have access to protected health information? | Yes  No | HIPAA |
| 1. Will this position be an active/participating member of the SDSU Emergency Operations Team? | Yes  No | EOC Member |
| 1. Does this position have responsibility for operating commercial vehicles, machinery or equipment that could pose environmental hazards or cause injury, illness, or death? | Yes  No | Motor Vehicle Records/Licensing Check is required. CA Defensive Driver |
| 1. Does the position influence or make decisions regarding real property, real property acquisitions and/or leaseholds, land use and/or development? | Yes  No | COI CAT 1 |
| 1. Does the position influence or make decisions regarding the purchase of goods, service or construction work? **Note: Having a procurement card is not qualifying if the individual is limited to making directed and supervised purchases from established vendors.** | Yes  No | COI CAT 2 |
| 1. Does the position influence or make decisions regarding the investment of **SDSU/CSU** funds. | Yes  No | COI CAT 5 |
| 1. Does the position influence or make decisions regarding the sale of campus goods, services, products, or commodities (including agricultural commodities), which are sold by the campus? | Yes  No | COI CAT 6 |

# Attachment C

Complete for **MPP Positions Only**

**Mental Effort:**

*Enter frequency of occurrence for all applicable activities using the following key:*

**1=Never Occurs 2=Seldom Occurs 3=Sometimes Occurs 4=Occurs Often 5=Almost Always Occurs**

|  |  |  |  |
| --- | --- | --- | --- |
| **Planning** | | **Staffing** | |
|  | Forecast |  | Define Roles |
|  | Set Program Goals |  | Give Input to Position Descriptions |
|  | Determine Budget Allocations |  | Determine Selection Criteria |
|  | Establish, Implement, Revise Policies |  | Recruit/Interview/Select |
|  |  |  | Orient Staff |
| **Organization** | | **Employee Relations** | |
|  | Describe Relationships Between Functions |  | Initiate Corrective Action |
|  | Define Department/Divisional Structure |  | Authorize Formal Discipline |
|  | Establish Priorities to Meet Goals |  | Administer Collective Bargaining Agreements |
|  | Schedule Work for Employees |  | Prepares/Investigates Grievance Awards and Complaints |
|  | Implement procedures |  | Formulates/Represents University Position for Formal Grievances/Complaints |
|  | Determine work methods |  |  |
|  | Balance multiple tasks/projects |  |  |
| **Direction/Leadership/Supervision** | | **Performance Evaluations** | |
|  | Educate |  | Determine Performance Standards |
|  | Delegate |  | Authorize/Approve Awards |
|  | Coordinate |  | Prepare Performance Evaluations |
|  | Coach/Train/Develop |  | Observe/Follow-Up on a Daily Basis |
|  | Recommend Formal Training |  | Correct Work/Behavior Problems |
|  | Motivate |  |  |
|  | Instruct/Demonstrate |  |  |
|  | Schedule Staff/Readjust Schedule |  |  |
| **Organization** | | **Other** | |
|  | Describe Relationships Between Functions |  |  |
|  | Define Department/Divisional Structure |  |  |
|  | Establish Priorities to Meet Goals |  |  |
|  | Schedule Work for Employees |  |  |
|  | Establish deadlines |  |  |
|  | Implement procedures |  |  |
|  | Determine work methods |  |  |
|  | Balance multiple tasks/projects |  |  |

# Attachment D

Department Organization Chart

**Instruction:** Please insert an image of your department’s organization chart and highlight where this Position Description falls within the chart.

A diagram of a company

Description automatically generated