



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
SSP II	3082	4	1	VC	07/31/2024

1. POSITION INFORMATION

Employee: _____ Department: Office of Undergraduate Studies

Current Classification: SSP II Working Title: Student Support Coordinator

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

Position Provides Lead Work Direction To:

Classification: Student Assistants Qty: 1 - 3 FTE: .30

Classification: _____ Qty: _____ FTE: _____

Name & Title of Work Lead (if any): Lee Simpson, Director GE Honors Program

Name & Title of Appropriate Administrator: James German, Dean Undergraduate Studies

Name & Title of Dean/Manager (MPP): James German, Dean Undergraduate Studies

2. PRIMARY ACTION BEING REQUESTED (Select One)

Job Posting: New Position Replacement Position, former incumbent: _____

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: James German Date: 09/11/2024

Dean/Manager (MPP): James German Date: 09/11/2024

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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/csu-system/careers/compensation/Pages/Classification-Standards.aspx>.)

Knowledge and Abilities:

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 of the principles of individual and group behavior.

Ability to interpret and apply program rules and regulations; use initiative and resourcefulness in planning work assignments and in implementing long-range program improvements; obtain factual and interpretative information through interviews; reason logically; collect, compile, analyze and evaluate data and make verbal or written presentations based on these data; advise students individually and in groups on routine matters where required; recognize multicultural, multisexed and multi-aged value systems and work accordingly; establish and maintain cooperative working relationships with faculty, CSU administrators, student organizations, private and public agencies and others in committee work, and student advising and community contacts; and, rapidly acquire a general knowledge of the overall operation, functions and programs of the campus to which assigned. Demonstrated ability to make decisions and carry through actions having implications with regard to other program or service areas Services Office.

Possession of these knowledge and abilities typically is demonstrated through the Experience requirements below.

Experience:

Possession of these knowledge and abilities is typically demonstrated through the equivalent of two years of professional experience in one of the student services program areas or in a related field; experience should give evidence of competence and indicate the potential for further growth. A master's degree in a job-related field may be substituted for one year of the professional experience.

Education:

Equivalent to graduation from a four-year college or university in one of the behavioral sciences, public or business administration or a job-related field. Additional specialized experience during which the applicant has acquired and successfully applied the knowledge and abilities shown above may be substituted for the required education on a year-for-year basis..

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. Demonstrated success working in an advisory capacity with undergraduate students in post-secondary institutions.
2. Demonstrated success working with diverse populations defined by race, ethnicity, social class, and age.
3. Equivalent to one year of experience in professional student or academic services.
4. Success in academic advising demonstrated by academic degree completion or equivalent experience.
5. Demonstrated success in collaborating with faculty and staff.
6. Demonstrated success in cross-divisional collaboration.

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General Knowledge /Skills/Abilities:

7. Working knowledge of the academic practices, procedures, and activities of undergraduate programs, including knowledge of organizing students' programs and events.
8. Demonstrated ability to maintain a high level of confidentiality.
9. Demonstrated ability to collaborate and communicate effectively with faculty, students, and staff from diverse ethnic, cultural, and socio-economic backgrounds.
10. Demonstrated ability to establish and maintain cooperative working relationships with faculty, Administrators and staff, students, and others in committee and student advising, and community contacts.
11. Demonstrated ability to make decisions using sound judgment and carry through actions having implications with regard to other program and service areas.
12. Ability to apply policies and procedures.
13. Demonstrated ability to prepare and give presentations to students, faculty, administrators, and the community at large.
14. Demonstrated ability to work independently on assigned tasks without direct supervision.
15. Demonstrated ability to use MS Office Suite.
16. Demonstrated ability to work with school-based record/data systems/software (example: CMS)
17. Demonstrated history of regular attendance and positive performance evaluations.
18. Thorough knowledge of correct English grammar, spelling, and punctuation with excellent written and oral communication skills.
19. Ability to travel to high schools and community colleges to participate in recruitment activities.
20. Commitment to maintaining a welcoming and inclusive work environment with diverse colleagues and constituents including faculty, students, staff, and members of the community
21. Ability to train and provide lead work direction to others (i.e. student employees).
22. Commitment to maintaining a welcoming and inclusive work environment with diverse colleagues and constituents including faculty, students, staff, and members of the community.

Work Schedule Requirements:

23. Ability to work a flexible schedule including evenings, weekends and holidays as needed.

Conditions of Employment:

- Ability to pass a 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).

24. Knowledge of University policies and procedures related to the Sac State GE Honors Program.
25. Experience advising in a General Education Honors Program.
26. Experience or ability to present specialized GE Honors workshops.
27. Experience working with students considered to be "at promise."

6. POSITION SUMMARY

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

Under the general supervision of the Dean of Undergraduate Studies, the Student Support Coordinator (Coordinator) helps support students through all aspects of their program, from application, registration, academic and career advising, and degree completion. The incumbent will support programs in the Office of Undergraduate Studies (UGS), with a primary focus on the GE Honors Program. In addition, they support aspects of program administration as assigned, such as program event planning, processing applications and recruitment/off-campus visits, scheduling courses, advising students and student groups, website and social media maintenance, giving

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presentations and workshops related to student success, and hiring and supervision of student assistants. The person in this position uses generally accepted advising skills to support individual students, administer to program processes, and to develop new approaches to meet specific program needs.

The Coordinator will interact and collaborate with related departments across campus, including Academic Advising, Bursar, Financial Aid, Registrar, Admissions, and other areas as appropriate.

The potential may also arise for this position to travel in order to coordinate and/or lead service-learning field trips for students over winter, spring, and/or summer breaks.

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)
45%	Daily (D) D D Weekly (W) Monthly (M) M M M Semester (S)	<p>Academic Support & Student Support In collaboration with Program Directors</p> <ul style="list-style-type: none"> • Assist in program development and planning; responding to and/or directing student inquiries related to academic requirements; researching, troubleshooting, and resolving related problems. • Act as a resource person for faculty, staff, and students (current and future) regarding such matters as policies and procedures, class scheduling, use of facilities, etc. • Manage all communications with prospective and current students from admission to decision to enrollment. • Advise students including general education, major exploration and change of major, career paths, study abroad, and personal issues as they arise. Provide students with information and assistance in accessing support services available on campus. • Give presentations related to campus community (faculty, staff, and students) and/or prospective students, or community-at-large. • Assist in admissions and outreach efforts to high schools, parents, and students. • Support High Impact Practices such as: act as staff advisor for the GE Honors Journal, meet with editors, develop theme, participate and coordinate the end of year release party, and developing program(s) to support student sense of belonging to increase program retention and graduation rates. • Coordinate and offer special events such as writing and speaking workshops, resume workshops, graduate school application workshops, film series, etc. • Manage class schedule changes, room assignments, class registration process, wait list management, and ordering course materials.

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45%	S	<ul style="list-style-type: none"> Coordinate student evaluations of faculty, including preparing or recreating, distributing, collecting, and processing of all student evaluations for classes offered within the Honors Program. Develop program assessment tools as needed for programmatic assessment and review. Responsible for coordination of the student admissions process. Prepare applications for Committee to review. Process applications for all required information and documents including compiling student demographic data and developing reports for longitudinal data and records. Create and update application questions and process to fit the needs of the program and technology available. Assist with review of applications as an Admissions Committee member. Manage all communication with prospective students from submission to decision to enrollment. Questions may range from simple program inquiries to assisting in application process. Record all communication in confidential student files. <p>Administrative/Office/Program Support</p> <ul style="list-style-type: none"> Promote, recruit, and manage student assistants and delegate tasks according to program needs. Provide updates to website, social media accounts, distribution lists, Canvas cohort pages, and the like, ensuring information is current, links are active, and information is in compliance with University standards. Interact with a variety of campus and/or community constituents, including working with students, faculty, and staff. Arrange and organize meetings and special events, including logistics for every component of meeting/event. Provide and/or assist in presentations at meetings and special events on and off campus. Manages student registration, update and adjust class enrollments as necessary. Develop and update materials such as flyers, brochures, training materials, how-to manuals, event programs, agendas, presentations, and other documents. Coordinate the following events: Honors Fall Orientation (100), Honors Fall Convocation (300), Honors Spring Convocation (300), Honors Graduation (200) Coordinate with Housing Office for use of the Riverview classroom for HONR courses. Coordinate and assist Housing Office staff with placement process of admitted GE Honors students requesting residence in Honors Community Residence Hall (i.e., submit names and confirm placement, etc.).
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		<ul style="list-style-type: none"> Maintain currency in the developing body of knowledge of best practices in advising services in higher education and contribute knowledge to program and related activities.
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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)
10%	D, W, M	Other duties as assigned

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.

The position will require the staff member to work with lead direction from program directors, such as the Honors Director. Staff member should be prepared to initiate, develop, implement, and complete projects in consultation with the Director. Advising will be done with some lead direction from the Director. The position will provide lead work direct to student assistants.

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

The primary problem areas for the position will usually reflect responding to policy and practice changes from support offices on campus (Academic Affairs, Procurement, HR, etc.). The staff member will need to identify the problem and respond appropriately, seeking consultation or direction as needed.

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

On campus, the Coordinator engages with staff at current and/or future program partners for developing co-curricular programming.

Off campus, the Coordinator recruits and conducts outreach to students from local high schools that show desire to be part of Sac State, the Honors community, and other like UGS programs, and recruits transfer students from local community colleges.

The Coordinator also works on campus with staff and faculty from departments, college, and inter-divisional programs, as well as off campus external partners in advisory groups, event planning operations, etc.

10. ADA REQUIREMENTS – MUST BE COMPLETED

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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	O	Is exposed to excessive noise
C	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)
N	Climb	F	Make decisions		
F	Reach	F	Works rapidly	N	Drives motorized equipment
C	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				
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				
C	Lift: <u> 50 </u> lbs. max				
C	Carry: <u> 50 </u> lbs. max				
C	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