

## POSITION DESCRIPTION

Position descriptions are the foundation for recruiting, classification decisions and performance evaluations. A position description is maintained in Human Resource Management for all staff and management employees describing current job duties and responsibilities. Position descriptions should be updated as needed to reflect current duties and submitted to Human Resource Management for review. New employees should review and discuss their position description with their Appropriate Administrator.

**Action Requested:** *Organizational Chart required for all actions.*

- Review of a new or vacant position
- Initiate a classification review
- Update an existing position description (no review requested)

<b>Name of incumbent (if filled position):</b>		
<i>If vacant, name of previous incumbent: Toumic Asatorrian</i>		
<b>Working Title:</b> Director of the Toro Success Collaborative		
<b>Classification Title:</b> Administrator II		
<b>Department Name:</b> Academic Advising and Career Development		<b>Division:</b> Academic Affairs
<b>Appropriate Administrator/Supervisor Title:</b> AVP for Academic Advising and Career Development		
<b>Position Number:</b>	<b>Job Code:</b> 3312	<b>Grade Level:</b> 1
<b>Time Base:</b> 1.0	<b>FLSA Status:</b> Exempt	

**Position Summary:** *In a few sentences, briefly describe the primary function of the position.*

Under the general direction of the Associate Vice President of Academic Advising and Career Development (AVP AACD), the Director of the Toro Success Collaborative strategically leads efforts to build the digital infrastructure that supports cross-divisional, equity and student-centered collaborations that drive student and career success. In concert with the AVP AACD, the Director strategically manages the EAB Navigate platform, operationalizing in this platform the interdivisional collaborations that span the Student Success Centers and other care units in the EAB ecosystem. The incumbent provides strategic guidance to transform EAB into a holistic platform for student success and provides periodic reports to the campus community. In conjunction with the Directors of the Student Success Centers, Returning Toros, and the CSUDH Career Center, the Director leverages understandings of models of institutional improvement, like the Culturally Engaging Campus Environment and HSI Servingness models, to engage key campus partners in implementing their organization's presence in the EAB platform. The incumbent will serve on the AACD organization's leadership team and be responsible for leading strategic discussions related to implementing campaigns, messaging, and their assessment through the platform for purposes related to student success, organizational improvement, and support of (re)enrollment.

**Major Duties:**

*Describe the major responsibilities assigned to this position (typically 5 to 7) listing them in order of importance. Indicate the approximate percentage of time spent in each area of responsibility, estimated over a year timeframe (Minimum of 5% for a given duty. Primary responsibilities should represent the majority of the time allocation, with the total equaling 100%). Miscellaneous or other duties should be 5%.*

*Indicate duties, which are "essential functions" by checking the Essential Function box in the right column.*

*The Americans with Disabilities Act (ADA) provides that there shall not be a barrier to employment for an otherwise qualified disabled individual who is able to perform the "essential functions", which is intrinsic to the work. **A function may be essential because 1) the position was established to perform the function; 2) a limited number of employees are available to perform the function; and/or 3) removing the function would fundamentally change the position.** (Example: A receptionist must be able to respond to in-person, telephone and electronic inquiries).*

Description of Duties	% of Time Total = 100	Essential Function
- Collaborate with Student Success Center Directors and Career Director to develop business processes, calendars, and timelines for departmental tracking of data, reporting, and data analytics	65	<input checked="" type="checkbox"/>

<ul style="list-style-type: none"> <li>- Operational Management of the EAB Navigate Platform</li> <li>-Strategize with a variety of campus managers, faculty and staff to ensure the successful and timely implementation of EAB related projects and assessments</li> <li>- Convene meetings with divisional and cross-divisional project teams in order to implement EAB related projects</li> <li>- Work with the AVP AACD on various campus-wide project implementation timelines and processes that imply or explicitly require an EAB integration to be successful</li> <li>- Develop assessment rubrics for the implementation process and usage of EAB as a holistic student success platform</li> <li>- Manage the execution and assessment of Progress Reporting through EAB</li> <li>- Lead the EAB onboarding process of care units across campus</li> <li>- Provide oversight of the EAB webpage as an educational tool and gateway to request access and to learn more about the implementation and impact of the tools</li> <li>- Plan, initiate, and evaluate campaigns through EAB, including those aimed at increasing (re)enrollment</li> <li>- Communicate assessments and evaluation findings to multiple university audiences</li> </ul>		
<ul style="list-style-type: none"> <li>- Ensure Digital Consistency across Success Collaborations</li> <li>- In conjunction with the Directors of the Student Success Centers, Returning Toros, and the Career Center, ensure consistency of delivery and scope of cross-divisional collaborations in the EAB platform</li> <li>- In collaboration with the AVP AACD, work with the Director for Integrated Learning Assessment and Accreditation on student and career success related projects for reporting to the wider campus</li> <li>- Utilize Improvement Science methods and frames as tools for collaboration and communication</li> <li>- Utilize institutional improvement models that center equity and justice, such as the Culturally Engaging Campus Environment and HSI Servingness models, as cornerstones of collaborative efforts</li> <li>- Serve on relevant campus-wide and interdivisional committees related to student success collaborations</li> <li>- Work with the AACD analyst and the Directors of the Student Success Centers, Returning Toros, the Career Center, and staff dedicated to transfer programming to implement effective digital communications approaches to multiple audiences</li> </ul>	30	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> <li>- Job duties as assigned by AVP for Academic Advising and Career Development</li> </ul>	5	<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>

**Changes in position:** *If this is an existing position that you believe has changed, what specific duties or responsibilities have been changed, added to, or removed since the position was reviewed previously or since the incumbent was assigned?*

This position has been augmented to better capture the scope of work needed for the organization, including a renewed and deeper focus upon consistency in approach taken and communications sent through the EAB platform

**Physical Effort:** *Indicate the type of physical effort which is essential to the position activities:*

Sedentary Work - involves mainly sitting; walking and standing are minimal; involves lifting light weight objects limited to 15 pounds.

**Environmental Factors:** *Indicate the type(s) of environmental factors which are essential to the position activities:*

<input checked="" type="checkbox"/> Inside (Typically Office Environment) Frequency: <u>Constantly - Essential</u>	<input type="checkbox"/> Extreme Temperature (hot/cold) Frequency: Choose an item.	<input type="checkbox"/> Elevated Work (Raised platform/scaffold) Frequency: Choose an item.
<input type="checkbox"/> Outdoor Frequency: Choose an item.	<input type="checkbox"/> Hazards Frequency: Choose an item.	

**Supervision Received:** *Indicate the level of supervision received by the position from the Appropriate Administrator.*

General Direction - general control over administrative aspects of work; plans and organizes methods for completing tasks and managing responsibilities; makes decisions which have a wide impact on the work of others or the work unit.

**Supervision Exercised:** *Indicate the type of supervisory responsibilities that are associated with the position.*

Manages a unit/function.

**Specialized Materials:** *The position may require the use of the following equipment, machinery, tools, vehicles or office equipment:*

N/A

**Special Working Conditions:** *List any overtime requirements, 24/7 on-call, work schedule, etc.*

This position may require flexible work schedule especially during the Fall and Spring semesters that includes evening hours and possibly weekend hours.

**Knowledge, Skills, and Abilities:**

Ability to work across various student data platforms including PeopleSoft, TSC (EAB), Campus Lab, Tableau, and other dashboards.  
Ability to provide leadership of a strategic nature designing and implementing the analysis, development, and evaluation of highly complex programs, processes or projects with broad impact.  
Demonstrated knowledge of and experience with models of institutional improvement that center equity and justice in their application.  
Experience working with and for traditionally underserved and underrepresented populations.  
Experience with HSI and MSI campuses.  
Track record of successful implementation of major projects related to student success for underserved and underrepresented populations.  
Knowledge of techniques for support of students, such as tutoring, academic coaching, and supplemental instruction.  
Track record of working cross-divisionally and especially with Academic Affairs and Student Affairs divisions.  
Experience working with academic colleges.  
General knowledge of and ability to apply effective, extensive expertise in program/project assessment and evaluation.  
Demonstrated ability to lead and strategize with colleagues, leaders, and decision makers to design and implement strategic assessments to support effective decision-making at the division and university level (and potentially the CSU system level).  
Discretion to work with confidential data and maintain the confidentiality and data security of such data following all federal, state and institutional policies.  
Demonstrated strong verbal and written communications skills and effectiveness and comfort level with presentations to multiple levels of an organization.  
Demonstrated knowledge of Microsoft Office products (e.g., Excel, Word, Visio etc.).

**Experience and Education:**

Bachelor's degree from an accredited university  
Five - seven (5-7) years of experience in program/project evaluation and assessment  
Two - three (2-3) years of supervisory/managerial experience  
Pedagogical comprehension and research connected to assessment and instruction; understanding of the principles, practices and major trends concerning student retention, persistence and assessment  
Experience using common statistical methodologies to analyze program and process data determining efficiency and effectiveness  
Experience working in an institution of Higher Education

**Preferred Qualifications and/or Specialized Skills and Abilities:** (if none, write N/A):

Master's or advanced Degree from accredited university.  
Four (4) or more years of experience in program/project evaluation and assessment.  
Experience development of independent assessment initiatives and reporting.  
Experience developing business processes for assessment and evaluation project.

Experience writing and presenting executive-level reports on large, complex topics.  
Experience working with university stakeholders from multiple divisions, including from Academic Affairs.

**Signatures** *(Acknowledgement that the information is accurate)*

<b>Name of Employee:</b>	<b>Signature:</b>	<b>Date:</b>
<b>Name of Supervisor/Dept. Manager:</b> Andrew Drummond	<b>Signature:</b>	<b>Date:</b>

**For HR Use Only**

Classified By: Dolores López Date: 05/10/2024

- General Reporter     Limited Reporter     Background Check     Fingerprints     Physical Exam  
 Driver's License     Conflict of Interest     MPP Job Code M 09 5