



## POSITION DESCRIPTION

Department:	SAE&T-Career Services - 140800
Classification Title:	Student Services Professional II
Working Title:	Freshman Focus Team Career Counselor - Career Services
FLSA Status:	<input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/> Exempt
Incumbent:	

### Position Summary

The mission of Career Services is to empower Cal Poly students to achieve a lifetime of meaningful career success. We promote and support effective professional relationships between the university and employers. A full range of programs and services are offered to assist students with career planning, job exploration, job search strategies, pre-career work experience, pre-employment preparation, employment development, graduate school exploration, and other related areas.

Under general direction of the Associate Director of Career Education and Equity, the Freshman Focus Team Career Counselor position in Career Services provides targeted career support for first-time first year Cal Poly students. Working in an innovative, inclusive, and fast-paced team environment, the two first year Career Counselors work together, as the Freshman Focus Team, to support new students through methods including individual and group career counseling, programming, and outreach activities. The Freshman Focus Team partners with various campus entities who also support first-year, first time students to offer events that help students build skills to help them achieve a lifetime of meaningful career success. The Career Services department is highly collaborative, student focused, innovative, and committed to diversity, equity, and inclusion.

### Duties and Responsibilities

The following examples illustrate typical work activities and are not meant to be all inclusive or restrictive:

#### Essential Job Functions

Daily

90%

1. Provide individual career counseling for students (individual and small groups); counsel and advise students on changing/choosing majors; assist students with researching careers, employment trends, career options and employers; assist students with exploring and securing career opportunities (e.g., on-campus jobs, internships, summer employment); support and guide students through their career planning and decision-making processes, including goal-setting and self-evaluation of strengths, values, personality, identity and interests; and administer career-related assessments and interpretation as needed.
2. Assist in planning and delivering classroom presentations (with a focus on introductory level classes), workshops, and/or panels in small and large group settings on career-related topics: clarifying majors, career planning, resume/cover letters, interview skills, job search strategies, Career Services resources, and other related areas.
3. Research and provide information regarding career opportunities, graduate/professional schools, and employment trends. Use information for individual and group counseling and for the development of material presentations, workshops and for panels.
4. Develop and maintain collaborative working relationships with students, student organizations, faculty and staff with a focus on departments that work closely with first-time first-year students. Disseminate information concerning Career Services programs, events, resources, employment statistics, job opportunities, trends and outlook.

5. Support or participate in college departments and student organization-based programs and events. Provide counseling services to students through drop-in and/or extended hours.
6. Participate in university-wide activities, events, and committees. Connect and collaborate with campus programs such as residential life, first-year advising, diversity centers and programs, admissions, etc.
7. Assist with Career Services hosted career fairs, employer events/panels, and other student events. Participate in employer relations and alumni engagement efforts.
8. Participate in cross-functional work groups and committees within Career Services, generally focused on sustaining, enhancing, or expanding services and support for students, employers, alumni, faculty, staff; contribute to collaborative planning, execution, and assessment of Career Services programs and services.

**Related Job Functions**

**As Needed**

**10%**

1. Perform other job-related duties and special projects as assigned.
2. Attend training and maintain skill currency as appropriate to safely and effectively complete assignments.
3. Support department policies/procedures and assist with administrative functions, including securing placement information for the Graduate Status Report and updating/maintaining department handouts.

**Required Education, Experience, and Credentials**

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Education and Experience:

- 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. Two years of professional experience in one of the student services program areas or in a related field.
- A master’s degree, by date of hire, in a job-related field may be substituted for one year of the professional experience.
- Additional specialized experience during which the applicant has acquired and successfully applied the required knowledge and abilities may be substituted for the required education on a year for year basis.

Licenses, Certificates, Credentials:

- Possession of a valid driver’s license or the ability to obtain by date of hire.

**Required Skills, Knowledge, and Abilities**

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1. Ability to advise students individually and in groups on routine matters.
2. General knowledge of career or academic counseling and advising.
3. General knowledge of research and interview techniques; and of the principles of individual and group behavior.
4. Ability to successfully interact with a diverse student population and to assess student needs.
5. Strong and inclusive communication skills, both oral and written. Ability to speak and present information to small and large groups of people. Able to revise written material used for promotions, presentations, workshops, and marketing.
6. Working knowledge of, or the ability to quickly learn, best practices for supporting first-year first-time students.
7. Ability to establish and maintain cooperative working relationships with management, faculty, staff, students and student organizations. Able to work effectively in teams.
8. Ability to collect, compile, analyze, and evaluate employment and career-related data.
9. Excellent ability to exercise confidentiality, discretion and to handle highly sensitive interpersonal issues.

10. Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
11. Ability to use tact and diplomacy to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.
12. Ability to interpret, communicate and apply policies and procedures.
13. Knowledge and application of word processing, presentation, desktop publishing, spreadsheets and web research/utilization.
14. Working knowledge of, or the ability to quickly learn and work effectively within the university infrastructure, policies and procedures.

**Preferred Skills and Experience**

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- Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.
- Knowledge of university recruitment, outreach, industry trends, major-specific market information, and employment resources.
- Experience in higher education.
- Experience with PowerPoint, Word and Excel.

**Special Conditions**

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- Must be willing to travel and attend training programs off-site for occasional professional development.
- Must be able to work overtime, occasional holidays, and adjust working hours to meet special jobs. May be called back periodically to perform work as needed on an emergency basis.
- 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.
- Must be able to successfully pass a pre-employment background/fingerprint check.
- This position classification has been defined as "Exempt" and is not subject to the overtime provisions of the Fair Labor Standards Act (FLSA).

**INCUMBENT:** I have read this position description and understand its contents.

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INCUMBENT NAME	SIGNATURE	DATE
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**SUPERVISOR:** I certify that all statements on this form are complete and accurate.

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IMMEDIATE SUPERVISOR NAME AND TITLE	SIGNATURE	DATE
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**DEPARTMENT HEAD:** I certify that all statements on this form are complete and accurate.

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DEPARTMENT HEAD NAME AND TITLE	SIGNATURE	DATE
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**HUMAN RESOURCES USE ONLY**

Employee ID#: _____	REQUEST FOR:	CLASSIFICATION INFORMATION
Position Number: _____	<input type="checkbox"/> Update Review for File	Classification Title: SSP II
FTE: _____	<input type="checkbox"/> Classification Review	Class Code/Range: 3082/1
<input type="checkbox"/> Permanent	<input type="checkbox"/> New Position Recruitment	CBID: R04
<input type="checkbox"/> Temporary	<input type="checkbox"/> Replacement Recruitment	MPP Job Code: N/A
<input type="checkbox"/> COI Position		Classifier Initials: LD
Recruitment Number: _____		Date: 8/22/24