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|  | Date Revised: 12/5/23 |
| STAFF Position Description |

**Instructions:** C*omplete this form for all staff positions. The form is also used to request a classification review of a currently filled position, or to update a position description with no review requested. After completion of the form, a signed copy should be given to the employee (if the position is filled), one copy forwarded to the Office of Human Resources, and the original electronic version maintained by the department.* [NOTE: This form is unlocked; you will need to Double-click check boxes in order to check, and Ctrl + Click to open links.]

**A. Action Requested**

Request a New position OR  Fill a Vacant position *(Must initiate through online recruitment)*  
 Initiate a Classification Review for a filled position

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| **Requestor:**  Employee OR  MPP Administrator |  |

Update an existing position description *(no review requested)*

New Employee/Appointment acknowledgment of the position description *(no review requested)*

*(Employee should be given full position description within 7 working days of start date)*

**B. Current Information**

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| **Name of current incumbent:** *(if filled)* | | | | | | | | **Employee ID #:** | |
| *Or if vacant*, *name of previous incumbent*: | | | | | | | | | |
| **Classification Title:** SSP IA | | | | **Job Code:**  3079 | | | **Grade:** 1 | **Position #:** | |
| **Working Title:** *(optional*)  International Outreach Counselor Trainee | | | | | | [**FLSA**](https://www.csun.edu/sites/default/files/CSU-Staff-Job-Codes.pdf) **Status:** Non-Exempt  *(See* [***CSU FLSA/Job Code List***](https://www.csun.edu/sites/default/files/CSU-Staff-Job-Codes.pdf) *-* [csun.edu/careers/resources-links](https://www.csun.edu/careers/resources-links)*)* | | | |
| **Department ID:** 10209 | **Department Name:** Student Outreach and Recruitment | | | | | | | | **Time Base:** 1 |
| **Lead** *(non-MPP Reports To, if applicable)*  **Name:** | | **Classification Title:** | | | **Working Title:** | | | | |
| **MPP Administrator/Department Chair** *(Reports To)*  **Name:** Catherine Villa-Real | | | **Working Title:**  Associate Director of Student Outreach and Recruitment | | | | | | |

*Please attach an org chart, if requesting a reorganization (current and proposed) (See* [***Campus Org Chart***](https://www.csun.edu/hr/orgchart) *-* [*csun.edu/hr/orgchart*](http://www.csun.edu/hr/orgchart)*)*

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| **Is this a sensitive position as designated by the CSU?**  Yes  No *(See* [***Sensitive Table***](http://www.csun.edu/sites/default/files/sensitive-positions-table1.pdf) *-* [*csun.edu/hr/background-checks*](http://www.csun.edu/hr/background-checks)) |

**C. Position Purpose** *(Hint: Complete Section D. first and then summarize; typically between 2 to 5 sentences)*

*Please briefly describe the primary function, nature, and scope of the position.*

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| Under the direct supervision of the Associate Director of Student Outreach, the Outreach Counselor Trainee will be trained to conduct school site outreach activities to support enrollment goals and assist with implementing plans of action and activities related to outreach and recruitment of prospective international first-time freshman and transfer students to the university. The incumbent will collaborate with the Office of Admissions, Tseng College Intensive English Program (IEP), International and Exchange Student Center (IESC), and academic colleges on campus to provide information and support to prospective international students. Compiles recruitment data and prepares reports. |

**D. Major Duties**

*Describe each major set of responsibilities assigned to this position (typically 4 to 7) listing them in order of importance. Indicate the approximate percentage (minimum of 5% for a given major duty, with the total equaling 100%) of time spent in each area of responsibility, estimated over a year timeframe. Miscellaneous or other duties as assigned should be 5%.*

*Indicate duties, which are “****essential functions****” by checking the Essential box in the right column (15% or greater to be considered essential).*

*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).*

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| **Description of Duties** | **% of Time Total = 100** | **Essential  (Minimum 15%)** |
| **Outreach, Admissions Advising & Counseling- SSPIA**  Will be trained to:   * Serve as a member of the outreach team and always represent the university to prospective international students. * Assist in conducting plans of action and activities related to outreach and recruitment of initiative-driven prospective international first-time freshmen and transfer students to the university. Recruitment efforts include domestic travel and correspondence with prospective students. * Promote CSUN programs through presentations, visits, meetings, in-services, etc., with high schools, local community colleges, and community partners. * Develop a working knowledge of the University’s admission and enrollment practices, serving as a resource for connecting prospective students with the university’s student support services. * Assist in providing walk-in pre-admission counseling and advising services required and directed for prospective high school and community college students. Including application review, filling assistance, interpreting, and providing clear information on course equivalencies and articulation. * Make appropriate diagnoses and direct referrals to on-campus academic and student services for prospective international students/families. * Assist with daily outreach operations, including phone duty, student advising, and front desk coverage. * Maintain ongoing relationships by communicating with prospective students, applicants, and admits utilizing the Communications Relations Management tool, TargetX. | 50% |  |
| **Recruitment Cohort Management**  Will be trained to:   * Conducts in-person, email, phone and webcast pre-admissions advising sessions for prospective international students. * Assists with evaluating educational credentials and compliance with California State University and CSUN guidelines and regulations for applicants through collaboration with the Office of Admissions. * Collaborate with campus departments to assist with the transition to matriculation and campus engagement. | 35% |  |
| **Event Support**  Will be trained to:   * Assist the SOAR unit with on-campus SOAR unit special events, including but not limited to CSUN Education Family Day, Counselor Day, Harambee, and EXPLORE CSUN to ensure the inclusion and engagement of prospective students and visitors. * Assists in implementing all outreach events as needed, including, but not limited to, special campus outreach events, CSUN Days at community colleges, yield receptions, pre-admission, and campus tours. * Produce end-of-term reports on outreach events and activities, documenting synopsis of recruitment efforts, attendance, outcomes met, and recommendations for the future. | 10% |  |
| **Performs Other Duties as Assigned** | 5% |  |

**E. Physical and Cognitive Demands; and Environmental Conditions**

*Check the appropriate box for each of the following items that most accurately describes the minimum extent of the specific activity performed by this position. Based on a typical workweek.*

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| **PHYSICAL DEMANDS** | **Greater than**  **50%** | **Less than**  **50%** | **N/A** |  |  | **Greater than**  **50%** | **Less than**  **50%** | **N/A** |
| 1. Key Boarding and Mousing |  |  |  |  | 1. Lifting or Carrying |  |  |  |
| 1. Repetitive Motion of upper extremities |  |  |  |  | 1. Up to10 lbs. |  |  |  |
| 1. Hearing |  |  |  |  | 1. Up to 25 lbs. |  |  |  |
| 1. Sight |  |  |  |  | 1. Up to 50 lbs. |  |  |  |
| 1. Sitting |  |  |  |  | 1. Over 50 lbs. |  |  |  |
| 1. Standing |  |  |  |  | 1. Pushing or Pulling |  |  |  |
| 1. Walking |  |  |  |  | 1. Up to10 lbs. |  |  |  |
| 1. Bending (from waist or neck) |  |  |  |  | 1. Up to 25 lbs. |  |  |  |
| 1. Climbing Ladders |  |  |  |  | 1. Up to 50 lbs. |  |  |  |
| 1. Stooping, Kneeling, or Squatting |  |  |  |  | 1. Over 50 lbs. |  |  |  |
| 1. Reaching above shoulder level |  |  |  |  |  |  |  |  |

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| **ENVIRONMENTAL CONDITIONS** | **Greater than**  **50%** | **Less than**  **50%** | **N/A** |
| 1. Inside (Typical office environment) |  |  |  |
| 2. Elevated Work *(Raised platform/scaffold)* |  |  |  |
| 1. Extreme Temperature (hot or cold) |  |  |  |
| 1. Outdoor |  |  |  |
| 1. Hazards |  |  |  |

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| **OTHER**  *Describe any additional demands/conditions or special circumstances that are pertinent to the position.* |
| |  | | --- | | The incumbent must be willing and able to work evenings and some weekends as required for the position. Includes travel to l high schools and community colleges within California. | |

**F. Equipment** *List any special software and machines, tools, and equipment used on a regular basis.*

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| **Type** | **Purpose and Desired Results** |
| *Example A1) Lawn Mower Example B1) Microsoft Word* | *Example A2) Mowing grass Example B2) Create or update documents* |
| Microsoft Word | To craft communication pieces/reports |
| Zoom | To conduct virtual presentations and meetings. |
| CRM | To communicate with prospective students |
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**G. Training and/or Licenses; and Additional Knowledge, Skills, Experience**

**(A). Training and/or Licenses:** *List required and preferred training, licenses or certifications. If a license is required for any position outside of the* [*CSU Professional License Table*](https://www.calstate.edu/hrpims/pims/Appendix/professional_license_table.htm) *(*[*www.calstate.edu/hrpims/pims/appendix/professional\_license\_table.htm*](http://www.calstate.edu/hrpims/pims/appendix/professional_license_table.htm)*), a justification must be provided in description.* ***\*****Any CSU/CSUN “Required” training will be provided after starting the appointment.*

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|  | **Required** | **Preferred** | **N/A** |
| **\***CSU Sexual Harassment Prevention / Title IX / Data Security Training *(Required for ALL employees)* |  |  |  |
| **\***CSUN Defensive Driver Training and Powered Cart/Low Speed Vehicle Safety Training (if appl) |  |  |  |
| **\***CSUN Procurement Card (P-Card) Training |  |  |  |
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| **(B). Additional Knowledge, Skills, and Experience:***List additional knowledge, skills, and experience. Human Resources will determine the minimum qualifications based on the CSU Classification Standards.* | | | |
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**H. Lead or Oversight of Other Positions**  Yes  No (Please list below) *List positions (including Student Assistants) that incumbent will lead, oversee or provide direct or general work direction, if applicable. (Generally, non-MPP Staff may lead, oversee, coordinate, and provide input for hiring and evaluations to MPP Administrators. Management and supervision authority is held at the MPP Administrator level.):*

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| **Name** *(if applicable)* | **Job Title** | **Position #** |
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**I. 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?*

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| Requesting title change from Outreach International Counselor to Outreach International Counselor Trainee. The position has been tailored to meet the SSPIA specifications. Event support has increased from 5% to 10%. The Associate Director directly supervises the incumbent. The incumbent will not have any coordinating or assessment responsibilities. All duties are outlined in bullet form to clearly display responsibilities without confusion. |

**J. Signatures** *(Print, sign and date below)*  **EMPLOYEE** (*Acknowledgement of reading and receiving a copy of this job description*)

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| **Employee:** | **Signature:** | **Date:** | **Extension:** |
| **LEADS / MPP ADMINISTRATORS** (*Acknowledgement that the information is accurate*) | | | |
| **Non-MPP Lead:** *(if applicable)* | **Signature:** | **Date:** | **Extension:** |
| **1st level MPP Administrator/Dept. Chair:** *(required)* | **Signature:** | **Date:** | **Extension:** |
| **2nd level MPP Administrator:** *(if applicable)* | **Signature:** | **Date:** | **Extension:** |
| **3rd level MPP Administrator:** *(if applicable)* | **Signature:** | **Date:** | **Extension:** |