



POSITION DESCRIPTION

Department:	Student Affairs, Student Diversity and Belonging
Classification Title:	Student Services Professional II
Working Title:	MultiCultural Center Coordinator
FLSA Status:	<input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/> Exempt
Incumbent:	

Position Summary

Student Diversity and Belonging (SDAB) is a collaborative sub-division of community centers that serve an active role in creating a culturally enriching environment at Cal Poly’s campus and in San Luis Obispo. We instill understandings of diversity and inclusive excellence by facilitating identity-affirming spaces of belonging and student-centered programming, student support services, and peer educational learning opportunities. Our unit is comprised of the following campus community centers: Black Academic Excellence Center (BAEC), Dream Center, Gender Equity Center (GEC), Latinx/e Center for Academic Success and Achievement (La CASA), MultiCultural Center (MCC), Men & Masculinities Center, the Native American and Indigenous Cultural Center (NAICC) and Pride Center.

Under general supervision of the Assistant Director for Race & Ethnicity, the MultiCultural Center Coordinator is responsible for the day-to-day operations of the programs and services within the Multicultural Center. The coordinator is responsible for the design of events and/or services that focus on the identity exploration, culture, social justice education, retention, and concerns of the students and student identities affiliated with the MultiCultural Center. The coordinator directs programs and supervises undergraduate student staff. The Coordinator will play an integral part of a team by contributing to the overall vision and mission of Student Diversity and Belonging. This coordinator is responsible for the design of signature events that define the identity of the MultiCultural Center and Student Diversity and Belonging, which include CultureFest, Polycultural Weekend, and dialogues on various multicultural and intersectional issues. The coordinator will work collaboratively with the Student Diversity and Belonging Team as a part of a team in implementing strategies to support and educate University students, faculty and staff about the lives, culture and concerns of various groups within their particular program area/s.

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. Assist students in understanding diversity and cultural competence as part of their overall learning experience, including critical self-awareness for identity development.
2. Refer students to other student support and educational services on campus such as career services, health services, counseling services and various student academic services.
3. Advise and support student leaders to sustain educational programs that serve diverse student populations.

4. Provide oversight for the Multicultural Center which includes scheduling student staff, maintaining equipment, ordering supplies, and hosting student outreach initiatives.
5. Assist in recruiting, hiring, training, supervising, and evaluating Multicultural Center graduate assistants, student assistants, and interns.
6. Track and monitor the budgets associated with the assigned program area/s, including the monitoring and tracking of expenditures to ensure they are within the center's budget.
7. Conduct yearly evaluations of the center's priorities, learning outcomes, and analyze the impact of changes to the programs and centers. Make recommendations for policy and/or program changes.
8. Lead the planning, implementation, and assessment of Multicultural Center student dialogues, retreats, experiences, programs, and other community-building activities that center the experiences of multicultural student communities.
9. Facilitate educational workshops of varying degree of complexity in order to provide alternatives to learning not readily available or where precedents are not established.
10. Plan and provide advisement for Instructionally Related Activity (IRAs) events, Student Success Fee events, marketing of program and other special events for the SDAB Centers.
11. Support the coordination of related cultural commencements.
12. Work collaboratively with other Race and Ethnicity and Gender and Sexuality Centers within Student Diversity and Belonging to promote intersectional programming and cross-cultural community building.
13. Maintain effective working relationships with a wide range of students, faculty, staff, and the general public to promote multicultural student initiatives, programs, and services.
14. Facilitate Multicultural Center partnerships with appropriate multicultural student organizations and student leaders to connect them to a variety of campus resources and to help amplify their student-led programs and events.
15. Participate in pre-enrollment activities, such as those provided by Open House, Poly Cultural Weekend, Student Life Orientation (SLO Days), Summer Institute and Week of Welcome.

Related Job Functions

As Needed

10%

1. Serve as a team member of the Student Affairs – Diversity and Inclusion team on strategies to accomplish goals and objectives.
2. Participate and represent the department in assigned Student Affairs and other university committees and activities.
3. Perform other job-related duties and special projects as assigned.
4. Attend training and maintain skill currency as appropriate to safely and effectively complete assignments.

Required Education, Experience, and Credentials

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 in a job-related field may be substituted for one year of 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 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

- Demonstrated experience working and interacting in Multicultural Centers/programs.
- Ability to facilitate training, workshops, panels, dialogues, and discussions.
- General knowledge of the methods and problems of organizational and program management.
- Working knowledge of policy, social, and interdisciplinary issues affecting multicultural communities.
- Working knowledge of social identities such as race/ethnicity, socioeconomic status, religion, gender identity, gender expression, sexual orientation, national origin/immigration status, age, and/or ability.
- Ability to develop a team and advise students individually and in groups settings.
- Ability to interpret and apply program rules and regulations and use initiative and resourcefulness in planning work assignments and in implementing long-range program improvements.
- Ability to make decisions and carry through actions that facilitate collaboration and campus partnerships.
- Ability to understand, interpret, communicate and respond to sensitive issues involving student conduct and student safety.
- Ability to quickly and effectively assess needs, intervene in student behavior and crisis situations, and make appropriate referrals.
- Ability to collect, compile, analyze and evaluate data and make verbal or written presentations.
- Ability to initiate, develop, and maintain relationships with key stakeholders and constituents, including prospective students and their families, secondary and post-secondary personnel, community-based organizations, and other organizations involved in the college selection process.
- Ability to initiate, establish, and foster communication and teamwork by maintaining a positive, cooperative, productive work atmosphere in and outside the University with the ability to establish and maintain effective working relationships within a diverse population and with those from various cultural backgrounds.
- Demonstrated customer service experience requiring a very high level of diplomacy and professionalism.
- 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.
- Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
- Excellent computer skills and proficiency with a variety of computer applications including word-processing, spreadsheets, databases, on-line systems, Internet as well as online calendaring and email.
- Working knowledge of or ability to quickly learn University infrastructure, policies and procedures.

Preferred Skills and Experience

- Master's Degree in Student Affairs Administration, Ethnic Studies, or equivalent.
- Direct experience working with and in service to multicultural student populations.
- Experience planning, organizing, and administering programs and events.
- One year of experience in the student development profession or with a community non-profit or social services agency.
- Understanding of racial and ethnic identity theories, frameworks, and concepts.
- Demonstrated skills in an institutional/educational environment utilizing a student-oriented and service-centered approach.

Special Conditions

- Must be able to work evenings, occasional weekends, and adjust working hours as needed to manage job priorities. 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.
- Must be able to lift up to 25 pounds of materials when traveling.
- Must maintain a valid driver's license at all times during employment.
- Must be willing to travel and attend training programs off-site for occasional professional development.
- 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.

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

KRISTINE GUZMAN, ASSISTANT DIRECTOR FOR RACE & ETHNICITY	SIGNATURE	DATE
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DEPARTMENT HEAD: I certify that all statements on this form are complete and accurate.

JAMIE S. PATTON ASSOCIATE VICE PRESIDENT FOR STUDENT AFFAIRS, D&I	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: 7/31/24