**LEAD COORDINATOR OF DEGREE PROGRAMS**
(Student Services Professional IV)

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<tr>
<th>Position Title</th>
<th>LEAD COORDINATOR OF DEGREE PROGRAMS (Student Services Professional IV)</th>
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<tbody>
<tr>
<td>Recruitment #</td>
<td>#2155</td>
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<tr>
<td>Full/Part-Time</td>
<td>Full-Time</td>
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<tr>
<td>Employment Type</td>
<td>Permanent</td>
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<tr>
<td>Bargaining Unit</td>
<td>R04</td>
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<tr>
<td>Salary</td>
<td>$4,796 - $6,841 per month Exempt</td>
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<td>Department</td>
<td>Extended University</td>
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<td>Available</td>
<td>July 1, 2017</td>
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<td>Special Conditions</td>
<td>Background/ Fingerprint</td>
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<tr>
<td>Sensitive Position</td>
<td>Yes</td>
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<tr>
<td>Posted</td>
<td>May 18, 2017</td>
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<tr>
<td>Closing Date</td>
<td>June 2, 2017</td>
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Positions are open to all interested applicants, both on and off campus, unless this is an on-campus only recruitment.

**APPLICATION PACKET REQUIREMENTS**
This position requires **(including those on campus)** submission of:
- A standard CSU, Bakersfield job application (download at: [http://www.csub.edu/bas/hr/EmployRecruit/Job%20Status%20Inquiry/index.html](http://www.csub.edu/bas/hr/EmployRecruit/Job%20Status%20Inquiry/index.html))
- Names of three professional references
- Copy of degree/transcripts/typing certificate, if required
- Brief description of how you are qualified for this position by virtue of your interest, aptitude, education and experience required.

Extended University offers self-support degree and certificate programs. Within Extended University, the Degree Programs department offers undergraduate and graduate degrees. Programs can be offered face to face at off-site locations, or completely online. The Lead Coordinator of Degree Programs, under the general supervision of the Director of Academic Programs, is responsible for overseeing the day to day operations of the Degree programs department, providing lead direction to Student Services Professionals within the department. Duties include admissions, degree progress, and graduation advising; choosing appropriate courses to schedule to ensure all courses required for degree completion are offered on a regular cycle; meeting with department chairs regarding assigning appropriate instructors; ensuring overall quality of student services for the Degree Programs department, collaborating with the Marketing Director regarding official departmental communication plans.

**DUTIES:**
Oversight of training and day to day operations for all advising and admissions within the department
- Coordinate advising sessions for graduate and undergraduate programs. Create strategies for online advising. Create timelines and procedures for advising online students, as well as assessing and modifying said processes to maintain a quality experience for distance students.
- Serve as departmental lead for SSP II positions. Training and overseeing other SSP positions to ensure the accuracy of advising for both incoming and current students.
- Serve as lead departmental admissions SSP, ensuring all students admitted to degree programs meet both campus and departmental admissions standards. Meet with Academic Coordinators regularly to advise them regarding necessary changes to admissions processes to ensure a quality experience for incoming distance education students and to ensure Extended University is meeting all departmental admissions requirements.
- Approve program outlines for graduation and ensure all of the departmental SSP’s are fully trained and regularly updated regarding graduation requirements.
- Resolve student complaints.

**Develop course offering cycles and all associated tasks (Scheduling)**

- Cycle courses for all degree programs offered through Extended University, ensuring all major, minor, general education, and graduation requirements are offered yearly in such a way that students can complete their respective programs within two years and that all graduate students can complete all required coursework in the timeline set out by the departments.
- Receive schedule approvals from the following: Department Chairs, Academic Coordinators, and School Deans
- Collaborate with faculty regarding times and locations of courses
- Work with SSP II to have crn’s created
- Collaborate with Marketing director to ensure the printed and online schedules are available by advising deadlines

**Oversight of all Extended University Degree Programs Student Services**

- Collaborate with Enrollment Management regarding evaluations and financial aid for off-site students
- Collaborate with Student Financials regarding payments and refunding processes for off-site students
- Collaborate with Services for Students with Disabilities to ensure students enrolled in EU degree programs have access to services
- Once policies and procedures are in place, ensure EU staff is aware of and trained in student services policies and procedures to ensure a quality experience for Distance Education students

**Collaborate with Marketing Director to develop communications plans**

- Set up appropriate automated and personal email response strategies and procedures with the EU Director of Marketing
- Set up CRM data collection information

**REQUIRED QUALIFICATIONS:** Requires equivalent to graduation from a four-year college or university and four years of professional student services work experience which includes experience in advising students individually and in groups, and in analysis and resolution of complex student services problems. A master's degree in Counseling, Clinical Psychology, Social Work, or a job-related field may be substituted for one year of professional experience. A doctorate degree and the appropriate internship or clinical training in counseling, guidance, or a job-related field may be substituted for two years of the required professional experience for positions with a major responsibility for professional, personal, or career counseling.

Experience includes program and/or project management, staff supervision, student recruitment, and student advising. Candidates must have the ability to drive to multiple program locations. Ability to independently and efficiently perform detailed work with a high degree of accuracy in a high-volume, deadline-driven environment.

- Expertise in investigating and analyzing problems with a broad administrative impact and implications. Ability to anticipate problems and address them proactively.
- Ability to review, analyze, interpret, communicate, and apply policy and standards including Campus Administrative Policies (CAP), University academic policies, Academic Senate resolution, and CSU Executive Orders.
- Ability to use sound judgment when interpreting policy or recommending new policies.
- Ability to accurately create and maintain data in a relational database system.
- Ability to collect, interpret, edit, and summarize data.
- Working knowledge of administrative concepts, practices and procedures to research, develop and evaluate policies and programs, including collection, evaluation and interpretation of data and information from a wide variety of sources to develop sound conclusions and make appropriate recommendations.
- Exceptional organizational and time management skills; ability to set own priorities and coordinate multiple assignments with fluctuating and time-sensitive deadlines.
- Ability to apply independent judgment, discretion, and initiative in performing job duties under general supervision.
- Demonstrated ability to maintain a high degree of confidentiality.

*California State University, Bakersfield* is committed to Equal Employment Opportunity. Applicants will be considered without regard to gender, race, age, color, religion, national origin, sexual orientation, genetic information, marital status, disability or covered veteran status.
• 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.
• Excellent written and oral communication skills; thorough knowledge of English grammar, punctuation, and spelling with a demonstrated ability to produce professional communications that meet high standards for appearance, grammar, spelling, and clarity.
• Ability to effectively present ideas and concepts in written or presentation format and use consultative and facilitation skills to gain consensus.
• Excellent computer skills and proficiency with a variety of computer applications including word-processing, spreadsheets, databases, on-line systems, and collaborative calendaring and email software.
• Working knowledge of or ability to quickly learn University infrastructure, academic and administrative structure, policies and procedures.
• Knowledge and competence in Microsoft Word, Excel, and PowerPoint.
• Regular and reliable attendance is required.

PREFERRED QUALIFICATIONS:
• Master’s Degree
• Experience in PeopleSoft Student Administration system.
• Demonstrated skills in academic advising
• Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.

SCREENING: Only those applicants possessing experience most directly related to the immediate needs of the office will be invited to appear before a Qualifications Appraisal Board for the purpose of appraising training, experience and interest in the position.

BACKGROUND CHECK: A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position with the CSU. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.

SENSITIVE POSITION: Sensitive positions are designated by the CSU as requiring heightened scrutiny of individuals holding the position, based on potential for harm to children, concerns for the safety and security of the people, animals, or property, or heightened risk of financial loss to the CSU or individuals in the university community.

GENERAL INFORMATION: It is the policy of California State University; Bakersfield to hire only United States citizens and aliens lawfully authorized to work in the United States. All new employees will be required to present documentation verifying their right to accept employment. You will also be requested to present a social security card at the time of initial appointment in compliance with state payroll regulations. State regulations require that every state employee sign the Oath of Allegiance prior to commencing the duties of his/her State employment, except legally employed non-citizens. These individuals are required to sign the Declaration of Permission to Work.

APPLICATION PROCEDURE: Official California State University, Bakersfield application forms must be completed in full and received in the Human Resources Office by 5:00 p.m. on/or postmarked by the specified closing date, unless otherwise indicated. Resumes are welcomed but will not be accepted in place of the official application. E-mailed or faxed applications or resumes will also not be accepted.

Applications are available outside the Office of Human Resources and may be downloaded from the Human Resources website. Candidates who reside outside the city of Bakersfield may contact the Office of Human Resources and request that an application be mailed to their residence. It takes a minimum of 4-6 weeks from the closing date for a position to be filled.

To check the status of your application, go to the Human Resources’ Job Opening/Status Inquiry page at http://www.csub.edu/bas/hr/EmployRecruit/Job%20Status%20Inquiry/index.html and click on the “Job Status” icon link. Applicants will not receive individual notifications. Upon submission, all application materials become the exclusive property of California State University, Bakersfield and will not be copied or returned.

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