



# California State University, Fresno

College of Health and Human Services

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Vacancy # 13108

## Student Services Professional III

### Salary:

Salary Range: \$4,204 - \$5,989 per month

Note: This is a full-time (40 hours per week), probationary, exempt position

### Organizational Description:

The College of Health and Human Services offers a broad range of fully accredited post-secondary and graduate educational programs to more than 3,000 students each year, attracting students from Merced County to the north to Kern County to the south, a 200-mile span.

The College is comprised of six departments and one school and offers quality instruction through nationally accredited academic programs. Our teaching facilities are continuously updated to reflect the technology in use at corporations, agencies, and institutions where our graduates are employed. The college supports student services that can provide quick and accessible academic advising. Our academic programs provide hands-on experience and skills, with the support of high tech training opportunities. In addition, faculty and students actively engage in interdisciplinary research in numerous institutes within the college related to health policy, children and families, disabilities, public health and gerontology.

The College of Health and Human Services and its faculty and staff are dedicated to the preparation of competent health and human service professionals and to enhancing the quality of life and service delivery to residents of the region and state.

### Overview:

Under the supervision of the Associate Dean of the College of Health and Human Services, the coordinator is responsible for providing guidance and unit coordination to the college Advising and Career Development Center (ACDC). This includes providing academic advising, guidance, and counseling services to students on issues or concerns which may affect their academic, personal, and social development in college. The incumbent will provide leadership in the implementation of graduation initiatives in collaboration with undergraduate studies. In addition, the incumbent will coordinate the development and implementation of services and intervention strategies that support the academic success of students in the college in collaboration with other college centers, support services, the Career Development Center, and department chairs and faculty. The coordinator is responsible for the day to day operations of the Advising and Career Development Center and monitors all activities that are implemented to improve student graduation rates.

### Position Summary:

- Provide center coordination in collaboration with center staff to develop, implement, and facilitate activities that promote student success in the college
- Provide comprehensive advising and counseling to students in the college on concerns/issues that impact their personal and career development
- Work with other college advising centers to align college student success strategies with student affairs and university advising
- Collaborate with the Career Development Center to provide supplemental career exploration opportunities for students in the college
- Collaborate with and serve as point of contact with the Dean of Undergraduate Studies to address issues related to course access and other areas of concern
- Provide leadership to pre-nursing and pre-social work advising practices
- Work with ACDC staff and university outreach to coordinate college outreach activities
- Promote a positive and service oriented collegial work environment
- Participate in Dog Days (freshman orientation) and provide leadership in collaboration with student affairs on ways to improve the first year experience
- Collaborate with the Associate Dean, Undergraduate Studies, and the Office of Institutional Effectiveness on setting priorities for the Advising and Career Development Center

Secondary Duties of the job include:

- Hire, train, and evaluate paraprofessional staff (interns, mentors) in collaboration with other ACDC staff
- Keep up to date on advising software and technology
- Serve on university committees

### **Knowledge, Skills & Abilities:**

- Thorough knowledge of the principles of individual and group behavior
- General knowledge of the principles, practices and trends of the Student Services field
- General knowledge of the policies, procedures and practices of a University Advising Center, or equivalent
- General knowledge of individual counseling techniques
- General knowledge, or the ability to rapidly acquire such knowledge, of the organizational procedures and activities of California State University, Fresno
- Working knowledge of student services programs outside the program to which immediately assigned

### **Ability to:**

- Analyze complex situations accurately and adopt effective courses of action
- Advise students individually and in groups on complex student-related matters
- Determine appropriate courses of action and proper techniques to utilize while engaged with individuals in personal interactions of an argumentative or sensitive nature
- Interpret and evaluate descriptions and explanations of problems brought forward by individuals or student organizations, analyze and define the problem, draw valid conclusions and project consequences of various alternative courses of action
- Carry out a variety of professionally complex assignments without detailed instructions
- Establish and maintain cooperative working relationships with a variety of individuals, including student support services, faculty, administrators, student organizations, community colleges, high schools, and community agencies

### **Education and Experience:**

- Bachelor's degree from an accredited college or university in a related field, including or supplemented by upper division or graduate course work in counseling techniques, interviewing, and conflict resolution where sure are job-related
- Three years of progressively responsible professional student services work experience
  - A master's degree in Counseling, Clinical Psychology, Social Work, or a directly related field may be substituted for one year of experience
  - A doctorate degree and the appropriate internship or clinical training in counseling or guidance may be substituted for three years of experience
- A history of regular attendance and positive performance reviews

### **Preferred Skills:**

- A master's degree in counseling, psychology, social work or higher education
- Five years of academic counseling experience
- Knowledge of student success strategies
- Knowledge of best practices with diverse student populations and first generation students
- Knowledge of articulation, transfer policies & procedures, and admission requirements is highly desirable
- Experience in using Tableau or similar software
- Experience in using degree planning software
- Prior higher education experience in conflict resolution
- Excellent communication (oral and written) and interpersonal skills
- Strong commitment to serving a diverse student population
- Ability to effectively organize and manage multiple tasks in a team-oriented environment
- Ability to work across departments in a fast paced team environment
- Demonstrated ability to lead and make decisions
- Demonstrated ability to work with first generation students and students from diverse cultural backgrounds

### **Filing Deadline:**

December 29, 2016

### **Application Procedures:**

Complete the required fields on the online application, a resume, and three professional references, including telephone numbers, are required. A cover letter that addresses your qualifications for the position is also required. Full consideration will not be given to applicants who fail to complete all application requirements.

Pursuant to Executive Order 1088, reasonable accommodation is to be provided upon request from an employee or applicant with disabilities, unless doing so would impose an undue hardship on the campus. What constitutes a reasonable accommodation is to be

determined by the campus on a case-by-case basis after it has received the individual's request for accommodation and engaged in an interactive process. Employees or applicants requiring reasonable accommodation should contact Human Resources directly at (559) 278-2032.

**How To Apply:**

To apply for this or any open position at Fresno State visit our online employment site at: <http://jobs.csufresno.edu/>

**Other Requirements:**

Pursuant to the requirements of the Immigration Reform and Control Act of 1986, any offer of employment is contingent upon verification of individual's eligibility to be employed in the United States.

A background check (including a criminal records check) must be satisfactorily completed (as determined by the CSU) before any candidate can be offered a position with the CSU. Failure to satisfactorily complete or pass the background check may be the basis for rescinding an offer of employment and/or affect the continued employment of current CSU employees who apply for posted positions identified as sensitive.

California State University, Fresno annual security report includes statistics for the previous three years concerning reported crimes that occurred on campus, in certain off-campus buildings or property owned or controlled by Fresno State, and on public property within, or immediately adjacent to or accessible from the campus. The report also includes institutional policies concerning campus security, alcohol/drug use, crime prevention, reporting of crimes, sexual assault, and other matters. You can obtain a copy of this report by contacting the Campus Police Department or by accessing the following web site:

<http://www.fresnostate.edu/adminserv/police/clery/index.html>

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. You can obtain a copy of this Executive order by accessing the following web site: <http://www.calstate.edu/eo/EO-1083.html>

This position may be a "designated position" in the California State University's Conflict of Interest Code. The successful candidate accepting this position may be required to file Conflict of Interest forms subject to the regulations of the Fair Political Practices Commission.

**Other Applicant Information:**

Applicants will receive confirmation of receipt of their application materials via automatic email reply. In addition, qualified applicants will receive email notification at the conclusion of the recruitment process.

It is the policy of the California State University to fill vacant positions represented by the California State University Employees' Union (CSUEU) with qualified applicants currently employed on the campus. Other applicants may be selected when it is necessary to meet the best interests of the campus by obtaining specialized skills and abilities not available from campus applicants.

**Equal Employment Opportunity:**

The California State University, Fresno is committed to maintaining and implementing employment policies and procedures in compliance with applicable state and federal equal employment opportunity laws and regulations. Executive Order 883 prohibits discrimination and Executive Order 927 prohibits harassment, on the basis of a protected status: race, color, religion, national origin, ancestry, age, sex (including gender identity, per HR 2004-12), sexual orientation, marital status, pregnancy, mental disability, physical disability, medical condition and covered veteran status. Retaliation against individuals for complaining about these proscribed conduct, opposing such conduct, or participating in an investigation or proceeding involving such conduct is prohibited by both executive orders.

Further, the California State University, Fresno's statement of commitment to equal employment opportunity principles is also found in the various collective bargaining agreements.

**General Information:**

California State University, Fresno is one of 23 campuses in the California State University System. The University's mission is to offer high-quality educational opportunities to qualified students at the bachelor's and master's levels, and in certain applied disciplines, at the doctoral level. The current student enrollment is approximately 23,000, including a large percentage of students with diverse and culturally rich backgrounds. The University serves the San Joaquin Valley while maintaining deep involvement with the state, nation, and world. California State University, Fresno promotes student learning and community engagement through faculty scholarship and service learning opportunities in collaboration with community organizations, educational institutions, industry, business and government. The University was one of the first U.S. Colleges and Universities to be selected by The Carnegie Foundation for the Advancement of Teaching for its Community Engagement Classification.

Metropolitan Fresno, with a multi-ethnic population of over 600,000, is located in the heart of the San Joaquin Valley on the western edge of the Sierra Nevada Mountain Range. The campus is within easy driving distance of San Francisco, Los Angeles, Yosemite, Kings Canyon and Sequoia National Parks, the Monterey Peninsula, Lake Tahoe, beaches, sailing, lakes, and numerous ski resorts. Fresno boasts one of the most reasonable housing markets in California and offers a wide array of locally grown fruits and produce.