

**Human Resources**  
**POSITION DESCRIPTION (HR 120)**

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<b>CLASSIFICATION:</b> Student Services Professional II	<b>DEPARTMENT:</b> Dean of Students
<b>WORKING TITLE:</b> Coordinator	<b>FLSA:</b> Exempt
	<b>INCUMBENT:</b>

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**PURPOSE:**

The mission of the Dean of Students (DOS) Office is to serve as a resource for helping students resolve university-related issues and concerns and advance to degree. We are committed to supporting the academic success of students by fostering the development of integrity and problem solving skills; teaching self-advocacy and personal responsibility; and providing students with opportunities to learn and practice the fundamental principles of good citizenship, responsible leadership, and the importance of diversity in a global society. This position reports to the Office for Student Rights and Responsibilities (OSRR), which is responsible for acting on behalf of the University President regarding all aspects of student discipline. OSRR receives reports of alleged misconduct relative to Title 5 of the California Code of Regulations, investigates all complaints in order to determine whether University disciplinary action is to be pursued, and determines appropriate university judicial case dispositions and sanctions.

Under the general supervision of the Associate Dean of Students / Director for the Office of Student Rights this position will assist in building positive relationships with and among off-campus students, local neighborhood residents, and city officials by serving as a liaison between campus administration, students, city government and community members. This position is key in recommending resolutions to issues involving off-campus student conduct. This includes advising students and building strong lines of communication and transparency to exchange information with campus and community partners. The Coordinator will collaborate with the Director of the Office of Student Rights and Responsibilities to recommend educational programs for students and assist in the prevention and resolution of conflicts between students, campus and community officials.

**DUTIES AND RESPONSIBILITIES:**

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

<b>ESSENTIAL JOB FUNCTIONS</b>	Daily	90%
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Under the general supervision of the Dean of Students, and in collaboration with OSRR:

- Coordinate the resolution of off-campus student conduct cases by reviewing incident reports and formal complaints. Act as a role model for students promoting a safe and healthy campus and off-campus community; promote diversity and inclusion- mentor, guide and develop programs; facilitate awareness to local community standards and the need for limits; facilitate activities and educational programs, promoting civility, engagement and positive social interaction on and off campus.
- Anticipate specific needs of students and the local community related to various situations which may include identifying crisis management conditions and chronic problem areas; monitors community and individual needs and recommends a comprehensive response to address situations; appropriately handle confidential information.
- Respond to complaints from students or neighbors living in the community surrounding Cal Poly.
- Engage students in developmentally appropriate conversations to address and resolve off-campus student conduct matters; collaborate with University administration, city government and community members for resolution of student problems or concerns.
- Counsel and refer students to appropriate campus resources in need of support and/or assistance (i.e., academic advising referrals, personal counseling, mental health, medical services); and assist in mediating and resolving student/community conflicts.
- Serve as a liaison between university administration, students, city government and community members on issues involving off-campus student conduct.
- Represent the Dean of Students' Office at meetings with university partners to collaborate on response to students of concern.
- Research, design, and implement training sessions and presentations for relevant University constituencies; serve as resource and advisor on an ongoing basis; assist in creating and revising various publications and other written materials pertaining to University disciplinary policies and procedures.
- Assess current trends in the field of student conduct and incorporate them into proactive learning opportunities.
- Collaborate with Health and Counseling Center in educational programs regarding alcohol and substance abuse.

- Coordinate educational programs on issues of neighborhood relations, civic responsibility, including designing, scheduling, implementation and assessment.
- Assist in the resolution of related on-campus student conduct cases.
- Represents university at related meetings to coordinate partnerships, transparency, and information exchange with campus and community partners.
- Assist in building positive relationships with and among off-campus students, local neighborhood residents, and city officials.
- Attend SCLC meetings, and other meetings of the City and the University as appropriate.

**OTHER JOB FUNCTIONS**

As Needed

10%

- Perform other job-related duties and Student Affairs special projects and activities as assigned .
- Attend training and maintain skill currency as appropriate to safely and effectively complete assignments.

**MINIMUM QUALIFICATIONS:**

**EDUCATION AND EXPERIENCE:** Bachelor's degree and two years of professional experience in one of the student services program areas or in a related field; OR a Master's degree and one year of experience.

**LICENSES, CERTIFICATES, DEGREES, CREDENTIALS:** N/A

**REQUIRED QUALIFICATIONS (SKAs):**

- Familiarity with student conduct systems.
- Knowledge of techniques for dealing with and solving problems presented by a variety of individuals from various socio-economic, cultural and ethnic backgrounds.
- Familiarity with principles and practices of community engagement.
- Ability to advise students individually and in groups on routine matters where required.
- Demonstrated ability to make decisions and maintain a high degree of confidentiality.
- Ability to effectively communicate orally and in writing and to collaborate with community officials and law enforcement as needed.
- Understanding of the practical application of facilitation, mediation and conflict resolution.
- Ability to assess needs and intervene in student behavior and crisis situations.
- General knowledge of the methods and problems of organizational and program management as well as research and interview techniques.
- General knowledge of individual and group behavior.
- Ability to interpret, communicate and apply policies, procedures, program rules and regulations.
- Ability to use initiative and resourcefulness in planning work assignments and implement long-range program improvements.
- Ability to obtain factual and interpretative information through interviews, reason logically, and collect, compile, analyze and evaluate data
- Demonstrated customer service experience requiring a very high level of diplomacy and professionalism.
- Ability to use tact and diplomacy and exercise sound judgment to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.
- 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 communication skills including report writing and public presentation; ability to effectively communicate information in a clear and understandable manner, both verbally and in writing.
- Thorough knowledge of English grammar, spelling and punctuation.
- 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 QUALIFICATIONS:**

- Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.
- Experience with college students on decision making related to developmental skills.

**SPECIAL CONDITIONS:**

- Must be willing to travel and attend training programs off-site for occasional professional development.

- Must be able to work additional hours, 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).