PURPOSE:

This position coordinates the Black Academic Excellence Center (BAEC) program which provides support services to BAEC participants and the University Partners Program by conducting outreach to affinity clubs and organizations to support the transition and retention of African-American students at Cal Poly. This position is charged with creating a community for African-American students where they are connected and empowered to succeed. This Coordinator will design strategic programs and initiatives using research-based best practices to close the Achievement Gap for African-American students. This position will ultimately provide program oversight and coordination; monitor program expenditures to ensure a balanced program budget.

Student Academic Services (SAS) provides comprehensive programs that offer transition and retention services to students. These programs include the Academic Skills Center, Black Academic Excellence Center, Cal Poly Scholars Program, Educational Opportunity Program, Educational Talent Search, TRIO Achievers, Summer Institute and Upward Bound and DREAM Center. Participation in these programs allows students access to personal advisors where they can utilize a wide array of enhanced supports that promote student success, self-advocacy, multi-cultural awareness, co-curricular involvement, networking, timely progress toward their degree, career/graduate school planning and university graduation.

Incumbents in the Student Services Professional III classification perform complex professional student service work characterized by independent student advisement and guidance in individual and group settings. Such advisement involves basic counseling techniques and may concern career, learning, campus life and/or related issues. This level is further characterized by assignments requiring the application of a high degree of judgment, or persuasiveness, imagination and professional skills and knowledge in a specified program or service area, as well as a general understanding of the interrelationships and the need for coordinated action within the total Student Services program. This level requires considerable administrative planning to develop creative solutions which integrate approaches across organizational lines. At this level, there is also the responsibility for recognizing specific program needs and for developing approaches for possible implementation to meet these needs.

DUTIES AND RESPONSIBILITIES:

Departmental assignments will be evaluated on an annual basis to ensure alignment with program needs and priorities. This may lead to cross-functional assignments among staff and may entail support for one or more Student Academic Services programs.

ESSENTIAL JOB FUNCTIONS

Provide Student Support

Daily 55%

- Build 1:1 relationships with students to create a community of support by contacting BAEC student participants from the time of admission through graduation.
- Design strategic programs and initiatives using research-based best practices to close the Achievement Gap for African-American students.
- Monitor the academic progress of BAEC program students and in collaboration with students, develops plans for progress towards graduation.
- Provide pro-active student support (in individual and group settings) which considers questions and issues beyond the scope of presenting concerns or problems. Such support involves general counseling techniques and may concern career, learning, financial aid, campus life and/or related issues and includes follow-up.
- Troubleshoot student issues and concerns by interpreting and evaluating situations. Assist in initiating student action and providing support for an effective course of action with plans for resolution.
• Participate in pre-enrollment activities, such as those provided by Open House, Poly Cultural Weekend, Orientation and Registration program, Summer Institute and Week of Welcome.
• Initiate accurate and appropriate campus and community referrals.
• Complete student records and documentation for student contacts. Prepare reports regarding personal counseling.
• Prepare and make verbal and written presentations.
• Communicate with BAEC students regarding key policies and procedures, deadlines, scholarships, etc.
• Maintain current knowledge of the climate and issues affecting African-American students on campus and in higher education settings.
• Maintain up-to-date knowledge of financial aid requirements and student issues regarding multi-cultural, low-income and first-generation college students.

Black Academic Excellence Center (BAEC) Daily 35%

• Be available to campus leadership to advise on diversity efforts in a positive and pro-active manner.
• Keep current on student issues regarding diversity, first-generation college and socio-economic status issues.
• Design strategic programs and initiatives using research-based best practices to close the Achievement Gap for African-American students. These may include specific transition program activities, including maintaining records of conditionally admitted and enrolled students, email communications, quarterly newsletters, program orientation and all on-going program activities.
• Deliver key program activities such as program orientation, lead collaborative team meetings and initiatives, and help coordinate all on-going program activities, etc. for BAEC.
• Coordinate BAEC program activities with other Student Academic Services (SAS) entities, campus departments and units, student clubs and organizations (i.e., Multicultural Engineering Program (MEP), the Multi-Cultural Center (MCC), National Society of Black Engineers (NSBE), Black Student Union (BSU), Multicultural Agricultural Program (MAP) and Black Faculty and Staff Association (BFSA) and the broader community.
• Serve as the advisor and mentor to the Black Student Union (BSU). Provide assistance to students with financial transactions (i.e. scholarships, reimbursements, etc.), provides advice and guidance on club activities, chaperone club members to conferences if the budget permits.
• Establish a timeline for program design, management and assessment.
• Plan and coordinate the African-American Commencement Ceremony
• Define and assess learning outcomes.
• Analyze and evaluate information and make recommendations for future planning.
• Work with SAS leadership, develop annual program budget and manage program expenditures.
• Prepare quarterly and yearly reports.

OTHER JOB FUNCTIONS As Needed 10%

• Recruit, hire, train, supervise and revise responsibilities for graduate student assistant(s) including defining job description, evaluations and other related responsibilities.
• Resolve conflicts, facilitate communication between staff and notify management as necessary.
• Maintain up-to-date knowledge of financial aid requirements, programs and revisions, curriculum revisions and changes for assigned counseling population, admissions requirements, etc.
• Participate in Student Academic Services monthly core meetings and activities.
• Participate in computer and other technological training required by department.
• Participate and represent the department in assigned Student Academic Services, Student Affairs and other university committees and activities.
• Other duties as assigned.

MINIMUM QUALIFICATIONS:

EDUCATION AND EXPERIENCE: Bachelor’s degree and five years of progressively responsible student services experience; or a Master’s degree and four years experience; experience at the post-secondary level highly preferred.

LICENSES, CERTIFICATES, DEGREES, CREDENTIALS: None

REQUIRED QUALIFICATIONS (SKAs):

• Working knowledge of the practices, procedures and activities of the program to which assigned.
• Demonstrated knowledge of the methods and problems of organizational and program management.
• Knowledge of program assessment tools for conducting research and analysis of program educational outcomes and impact of programs.
• Ability to obtain information through various tools and collect, compile, analyze and evaluate data.
• General knowledge of the principles of individual and group behavior.
• Ability to collect, compile, analyze and evaluate data and make verbal or written presentations based on these data.
• Ability to speak publicly to large groups.
• Ability to advise students individually and in groups on routine matters where required.
• Ability to rapidly acquire a general knowledge of the overall operation, functions and programs of the campus to which assigned.
• Ability to use initiative and resourcefulness in planning work assignments and implementing long-range program improvements.
• Ability to organize, evaluate, and coordinate day-to-day and long range events/plans.
• Ability to recognize multicultural, multi-sexed and multi-aged value systems and other non-traditional or underserved student populations, and work accordingly.
• Demonstrated ability to initiate, establish, and foster communication, teamwork as well as maintain effective working relationships with a diverse population who come from a various cultural backgrounds.
• Excellent communication skills; ability to effectively communicate information in a clear and understandable manner, both verbally and in writing.
• Thorough knowledge of English grammar, spelling and punctuation.
• Demonstrated ability to maintain a high degree of confidentiality.
• Excellent organizational, delegation and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
• Demonstrated ability computer skills and proficiency with a variety of computer applications.
• Working knowledge of or ability to quickly learn University infrastructure, policies and procedures.
• Thorough knowledge of the principles of individual and group behavior.
• Ability to analyze complex situations accurately and adopt effective courses of action.
• Ability to advise students individually and in groups on complex student-related matters.
• Ability to determine appropriate courses of action and proper techniques to utilize while engaged with individuals in personal interactions of an argumentative or sensitive nature.
• Ability to 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.
• Ability to carry out a variety of professionally complex assignments without detailed instructions.
• Ability to establish and maintain cooperative working relationships with a variety of individuals.

PREFERRED QUALIFICATIONS:

• Professional work experience at the post-secondary level highly preferred.

SPECIAL CONDITIONS:

• Must be willing and able to work occasional extended work weekdays and weekends.
• Must be willing to accept reassignment of duties if needed and to participate in cross training.
• Must be willing to travel and attend training sessions related to policies, procedures and technological advancement as it pertains to position requirements.
• This position classification has been defined as “Exempt” and is not subject to the overtime provisions of the Fair Labor Standards Act (FLSA).
• Must be able to successfully pass a pre-employment background/fingerprint check.

SIGNATURES:

INCUMBENT: I have read this position description and understand its contents.

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SUPERVISORY: We certify that all statements on this form are complete and accurate.

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Original To: Human Resources
Copies To: Employee and Supervisor

BAEC SSP III 3.5.2019
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