



CSU Bakersfield

Office of Human Resources

Mail Stop: 37 ADM
9001 Stockdale Highway
Bakersfield, California 93311-1022

(661) 654-2266
(661) 654-2267 Job Line
www.csub.edu/bas/hr

CSUB JOB ANNOUNCEMENT

Position Title:	PROGRAM SERVICES COORDINATOR (Student Services Professional II)	
Recruitment #:	#2096	
Full/Part-Time:	Full-Time	
Employment Type:	Permanent	
Bargaining Unit:	R04	
Salary:	\$3,858 - \$5,485 per month	Exempt
Department:	Admissions & Records	
Available:	immediately	
Special Conditions:	Background/ Fingerprint	
Sensitive Position:	Yes	
Posted:	December 2, 2016	
Closing Date:	December 16, 2016	

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>)
- 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.

The Program Services Coordinator, PSC, has the responsibility for coordination of specific services and functions within the Office of Admissions and Records. This includes coordination of application processing for domestic and international student admissions, applicant and admissions support services to other related programs and areas. The PSC assists in working on short and long term project-based tasks in order to define and enhance workflow processes, writing of procedural documentation to support efforts in related areas or tasks toward standardization and streamlining steps, and ensures accurate information and follow through is performed by utilizing and coordinating various resources including student assistants. The PSC uses data, analytics, research, information technology tools, and consultation with others to assist in developing standardized best practices in overall enhanced admissions application processing with structured and immediate follow through with applicants and methods to support applicant yield.

DUTIES: The Program Services Coordinator: Represents the University and coordinates appropriate information about the University admission requirements (based on applicant type) to applicants and other interested parties.

Coordinates with various stakeholders including (but not limited to) the Associate Vice President for Enrollment Management, Dean of Extended University, Director of Admissions and Records, and Director of International Students and Programs, in the coordination and development of all admissions processing procedures and tasks. Gains a clear understanding and importance of applicants to university at all levels and maintains interest in ensuring maximum attention is provided in the admission and matriculation pipelines for the applicant at all levels. Provides regular reports and status updates to the appropriate individuals on the status and progress of applicants or applicant pool and other cohorts of students or individuals depending on the project or work assignment.

Works in conjunction with other resources in developing and implementing client-relationship management (CRM) and other student-systems based admissions programs and tools designed to communicate and enhance follow up to applicants in order to increase engagement in actively informing them of missing documents and encouraging completion of applicant files; gather, track and communicate effectively and promptly with students during the application process via phone, personalized email, etc., and ensure applicant information is complete, clear, and admission decisions are made in a timely manner in order to garner commitment and eventual enrollment into the University for admitted students.

Works cooperatively to maintain complete and appropriate data for purposes of applicant and admission progress, coordination of transfer credit data from other colleges and universities, and assessing effectiveness of applicant and admission efforts. Use data to identify areas needing attention to cultivate and drill-down to groups to prioritize and categorize comparative applicant statuses. Assist in ensuring and maintaining quality control of application data.

Provides review and evaluation of admission materials, including utilizing equivalency reports for foreign students to evaluate admission eligibility criteria and making decisions. Assist in managing and utilizing data from evaluation services for foreign students in the development and targeting of prospects or applicants. Establishes and maintains positive working relationships with other units and key stakeholders working in other related roles with applicants.

Develop and update electronic and printed material pertaining to admission requirements, procedures, and steps to ensure clear and concise information is communicated. Identify needs for systematic changes or enhancements to current processes and recommend and facilitate in implementation; contributes to the improvement of core operations related to admissions and enrollment functions within Admissions and Records.

Performs various other duties and tasks as assigned including (but not limited to):

- Processing and rendering applicant reviews, transfer credit evaluation and posting of credit for various levels of applicants and degree check-out processes.
- Responding to and/or updating public resource information related to the institution through research and collaboration.
- Assist in managing project-based activities and ensuring proper business documentation.
- Participate in new student orientations

REQUIRED QUALIFICATIONS: Equivalent to a Bachelor's degree from a 4-year college or university (***attach copy of degree/transcripts to employment application***) **and** two years of professional experience in one of the student services areas or a related field with undergraduate, graduate, and international admissions including successful work experience in handling student records/registration environment. Master's degree in a job related field may be substituted for one year of professional experience with demonstrated successful work experience of increasing responsibility with minimum of six months experience working with international and foreign applicants.

Demonstrated ability to review and use tools such as catalogs and other resources to evaluate transcripts and coursework, familiarity with international or foreign transcript services, and other general knowledge about financial aid processes and procedures. Experience in developing and executing streamlined procedures to facilitate admission procedures and functions. Incumbent must have the ability to: relate and interact well to individuals from diverse cultural backgrounds; gather, analyze, and coordinate the dissemination of data; reason logically, draw valid conclusions, and make appropriate recommendations; participate in and contribute to group meetings; clearly and concisely communicate orally and in writing; and establish and maintain cooperative working relationships with students, staff, faculty, and administrators.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Demonstrated ability to interpret and apply administrative policies and procedures.
- Demonstrated ability to analyze and evaluate information and make accurate recommendations on appropriate course of action including rendering decisions on applications for admission.

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 resolve a wide range of issues from inquiring participants and others with sensitivity, discretion, and accuracy.
- Ability to complete assignments on time and with a high degree of quality, accountability, responsiveness and to take projects from start to finish.
- Ability to demonstrate, verbal and written communication skills; strong attention to detail and accuracy.
- Strong understanding of technology and capable of leveraging technology efficiently and effectively with particular knowledge of admission/enrollment systems and its use for technical writing.
- The ability to work in a fast-paced, service-based environment handling competing demands, prioritize tasks, and deliver results.
- Demonstrated ability to communicate and work effectively with colleagues, faculty, students, and overall administration.

PREFERRED QUALIFICATIONS: Master's degree preferred in a job related field (*attach copy of degree/transcripts to employment application*).

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.