This position description is used as a basis for determining the position classification and is maintained as an official record of the duties assigned to this position. This description is intended to be an accurate reflection of the assigned work, however, it is understood that duties may be removed, modified or assigned, and may not be included on this description.

**DEPARTMENT:** **POSITION:**  NEW  EXISTING

**POSITION CLASSIFICATION: Student Services Professional III \*\* WORKING TITLE:**

**EMPLOYEE NAME:**

**SUPERVISOR NAME AND CLASSIFICATION:**

**A. POSITION PURPOSE:**

**B.** **SUPERVISORY/LEAD RESPONSIBILITIES:**

|  |  |
| --- | --- |
| **CLASSIFICATION OF POSITION(S):** | **NUMBER OF EMPLOYEES:** |
|  |  |

# C. PHYSICAL DEMANDS:

# The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

# D. WORK ENVIRONMENT:

**E. EDUCATION:** Equivalent to graduation from a four-year 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 such are job-related.

### F. EXPERIENCE: Equivalent of three years of progressively responsible professional student services work experience. One year in the program area to which assigned may be preferred but is not required.

### 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 the three years of experience for positions with a major responsibility for professional career or personal counseling.

**G. SPECIALIZED KNOWLEDGE, SKILLS, ABILITIES:**

* Working knowledge of the methods and problems of organization and program management.
* Ability to clearly express ideas and recommendations orally, as well as write clear and concise reports.
* Demonstrated ability to make decisions and carry through actions having implications with regard to other programs or service areas and ability to interpret and apply program rules and regulations.
* Ability to use initiative and resourcefulness in planning work assignments and in implementing long-range program improvements.
* Ability to obtain factual and interpretative information through interviews.
* Ability to recognize multi-sexed and multi-aged value systems and work accordingly.
* Thorough knowledge of the principles of individual and group behavior.
* General knowledge of the principles, practices and trends of the Student Services field as well as general knowledge of the policies, procedures and practices of the program area to which assigned.
* General knowledge of individual counseling techniques.
* General knowledge, or the ability to rapidly acquire such knowledge, of the organizational procedures and activities of the campus.
* 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.
* 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.
* A background check (which may include: checks of employment records, education records, criminal records, civil records, motor vehicle records, professional licenses, and sex offender registries, as position requires) must be completed satisfactorily before any candidate can be offered a position with the CSU.

**H. PREFERRED QUALIFICATIONS:**

**I. SENSITIVE POSITION CRITERIA (please check ALL boxes that apply to the position):**

This position will be responsible for the care, safety and security of people (including children and minors), animals and CSU property.

This position will have authority to commit financial resources of the university through contracts greater than $10,000.

This position will have access to, or control over, cash, checks, credit cards, and/or credit card account information.

This position will have responsibility or access/possession of building master or sub-master keys for building access.

This position will have access to controlled or hazardous substances.

This position will have access to and responsibility for detailed personally identifiable Level 1 information about students, faculty, staff, or alumni that is protected, personal, or sensitive. (For examples of Level 1, 2, and 3 Data, please see [CSU Policy 8065](http://www.calstate.edu/icsuam/sections/8000/8065_FINAL_DRAFT_Data_Classification_CW_V4.pdf).)

This position will have control over campus business processes, either through functional roles or system security access.

This position will have responsibilities that require the employee to possess a license, degree, or credential or other certification in order to meet minimum job qualifications and/or to qualify for continued employment.

This position will have responsibility for operating commercial vehicles, machinery or equipment that could pose environmental hazards or cause injury, illness, or death.

None of the above are applicable to the position.

*The incumbent is considered a Limited mandated reporter under the California Child Abuse and Neglect Reporting Act, updated July 2017, Penal Code Section 11165.7(a)[41] and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.*

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Employee Signature Date

|  |  |
| --- | --- |
| **J. ESSENTIAL DUTIES AND RESPONSIBILITIES** include but are not limited to the following | Percentage of Time (%) |
|  |  |
|  |  |
|  |  |
|  |  |
|  | **100% TOTAL** |

**K. SIGNATURES:** (*Signature indicates that this is an accurate description of assigned duties.*)

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Employee Name Employee SignatureDate

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Supervisor Name Supervisor SignatureDate

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Dept. Head/Area Manager Name Dept. Head/Area Manager Signature Date