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 IV \*\* 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, plus upper division or graduate course work in counseling techniques, interviewing and job related conflict resolutions.

### F. EXPERIENCE: Equivalent to four years of progressively responsible professional student services work experience which includes experience in advising students individually and in groups, and in analysis and resolution of complex student services problems.

### A master’s degree in Counseling, Clinical Psychology, Social Work, or a job-related field may be substituted for one year of professional experience. A doctorate degree and the appropriate internship or clinical training in counseling, guidance or a job-related field may be substituted for two years of the required professional experience for positions with a major responsibility for professional, personal or career or 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. 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.
* Thorough knowledge of the principles of individual and group behavior.
* Ability to recognize multi-sexed and multi-aged value systems and work accordingly.
* Thorough knowledge of the policies, procedures and practices of the program area to which assigned, or the ability to quickly acquire such knowledge.
* General knowledge of the policies, practices and activities of Student Services programs outside the program to which immediately assigned.
* General knowledge of the principles, problems and methods of public administration, including organizational, personnel and fiscal management.
* General knowledge of advanced statistical and research methods.
* Ability to carry out very complex assignments without detailed instructions;
* Ability to advise students individually or in groups on varied and complex matters.
* Ability to determine the appropriate course of action and proper techniques to utilize while engaged with individuals and groups in personal interactions of a sensitive nature;
* Ability to reason logically and analyze and solve the organizational and operating problems of one or several program areas;
* Ability to plan, coordinate, initiate actions necessary to implement administrative or group decisions or recommendations and ability to evaluate programs, services, policies and procedures;
* Ability to analyze and define complex organizational, policy or procedural problems, collect and evaluate data, draw valid conclusions and project consequences of various alternative courses of action;
* Ability to understand the roles and responsibilities of others and to gauge relationships accordingly by taking into account the variety of the interrelationships, motivations and goals of the members of the organization served; and
* Ability to establish and maintain effective, cooperative and harmonious working relationships in circumstances which involve the denial of requests or the necessity to persuade others to accept a different point of view.
* 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 that apply to the position):

This position will be responsible for the care, safety and security of people (including direct contact with 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 driving or operating vehicles, machinery or equipment that could pose environmental hazards or cause injury, illness, or death.

None of the above is 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.*

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

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.*)

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

Employee Name Employee SignatureDate

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

Supervisor Name Supervisor SignatureDate

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

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