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.

**\*\*PLEASE NOTE**: Position descriptions for recruitments and/or hires must be submitted and approved in PageUp. Use this template for non-recruitment related transactions only. (E.g. make a change to a current employee’s position description, reclassifications, etc.)\*\*

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

**POSITION CLASSIFICATION:** Student Services Professional IV **CSU WORKING TITLE:**

**EMPLOYEE NAME:**       **FLSA:** Exempt

**SUPERVISOR NAME AND CLASSIFICATION:**      ;      

**A. JOB SUMMARY/BASIC FUNCTION** (For recruitments and/or hires, this section will be completed in PageUp only)

**B.** **LEAD RESPONSIBILITIES (**For recruitments and/or hires, this section will be completed in PageUp only)

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

**C.** **PHYSICAL AND MENTAL REQUIREMENTS** (For recruitments and/or hires, this section will be completed in PageUp only)

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.** **ENVIRONMENTAL REQUIREMENTS** (For recruitments and/or hires, this section will be completed in PageUp only)



**E. MINIMUM QUALIFICATIONS** (For recruitments and/or hires, copy this section into the correlating PageUp field)

* **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.
* **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.)

**F. REQUIRED QUALIFICATIONS** (For recruitments and/or hires, copy this section into the correlating PageUp field)

* 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 interpretive information through interviews.
* Ability to collect, compile, analyze and evaluate data and make verbal or written presentation based on these data.
* Ability to recognize multicultural, multi-sexed and multi-aged value systems and work accordingly.
* Demonstrated ability to make decisions and carry through actions having implications with regard to other program or service areas.
* Thorough knowledge of the principles of individual and group behavior.
* General knowledge of the principles, practices and trends of the Student Services field.
* General knowledge, or the ability to rapidly acquire such knowledge, of the overall operation, functions, and organizational procedures of the campus.
* Ability to advise students individually and in groups on complex student-related matters.
* Ability to interpret and evaluate descriptions and explanations of problems brought forward by individuals or student organizations.
* Thorough knowledge of the policies, procedures, activities, 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 interview techniques and 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 or situations accurately, 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.
* Ability to establish and maintain effective, cooperative and harmonious working relationships with a variety of individuals 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 employed with the CSU.

**G. PREFERRED QUALIFICATIONS** (For recruitments and/or hires, this section will be completed in PageUp only)



**H. SENSITIVE POSITION CRITERIA** (For recruitments and/or hires, this section will be completed in PageUp only)

(Please check ALL boxes 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.*

|  |  |
| --- | --- |
| **I. JOB DUTIES** (For recruitments and/or hires, this section will be completed in PageUp only) | **Percentage of Time (%)** |
|  |  |
|  |  |
|  |  |
|  |  |
|  | **100% TOTAL** |

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

(For recruitments/hires, this section will be completed in PageUp only)

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Employee Name Employee SignatureDate

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Supervisor Name Supervisor SignatureDate

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Dept Head/Next Level MPP Name Dept Head/Next Level MPP Signature Date