

California State University, Fresno Foundation

STUDENT SUCCESS COORDINATOR – RICHTER CENTER

JOB ANNOUNCEMENT #24-661

POSITION SUMMARY:	<p>Full-time, benefited position with the Richter Center College Corps Program through the California State University, Fresno Foundation. Working independently under the supervision of the Director of Fresno State’s #CaliforniansForAll College Corps program through the California State University, Fresno Foundation the Student Success Coordinator’s (SSC) primary responsibility is the recruitment, selection, training, and monitoring of 100+ College Corps members. The SSC will also coordinate or assist with a wide range of activities essential to the success of the program.</p>
ESSENTIAL JOB FUNCTIONS:	<p>Under the general direction of the Director, the incumbent will be responsible for the following. Typical duties include, but are not limited to:</p> <ul style="list-style-type: none"> • Leads the program’s efforts to create a meaningful service experience for all CC members. • Co-coordinates program recruitment including marketing and promotion, overseeing the application process, screening and placing candidates with community partners, and guiding candidates through onboarding process. • Plans and implements training and member development experiences for CC members, including developing a purposeful year-long curriculum • Facilitates engaging workshops and class sessions, assesses student performance, monitors progress, and provides dedicated office hours for student support • Assists in monitoring student hours progress via America Learns Assists in the development of and maintains partnerships with community benefit organizations, faculty and staff, and #CaliforniansForAll staff. • Collaborates with Community Partnerships Coordinator to lead conflict resolution initiatives with students and partners utilizing effective communication and mediation skills to foster positive and collaborative relationships. Helps collect student outcome data and reporting metrics and provides feedback and analysis based on the findings. • Mentors CC members including supervision, guiding students in their academic endeavors, providing referrals to campus and community resources, and employing additional support measures to foster overall student success . • Implements effective case management, tracking of student hours, and ensures accurate documentation of their progress and achievements. • Dedicates focused time to support AB540 students, providing tailored assistance to address their unique needs and challenges. • Leads the charge in implementing and assessing program offerings with direct impact on CC members. Utilizes student voice and feedback from community partners to grow and develop the program. • Actively engages in site visits to monitor and assess student experience in the field, ensuring a thorough understanding of their practical learning environment • Participates in program marketing and communications, including presentations and tabling, print materials, social media, and other digital efforts. • Works independently to trouble-shoot and prioritize various issues related to CC member needs which may require research, analysis, and evaluation of information to develop solutions. • Supervise graduate student assistants (GSA), including hiring, onboarding, and training. Fosters professional growth of GSAs through mentoring, regular meetings, offering structured feedback, delegating responsibilities, and facilitating continuous learning opportunities to support their development. • Coordinates and organizes program events ensuring university policies and procedures are followed. • Participates in various departmental and university events and training articulating the program’s mission, goals and objectives to students, faculty and community members

	<ul style="list-style-type: none"> Collaborate with College Corps staff to gather feedback and assess areas for program improvement, actively seeking opportunities to enhance the overall Fellow experience. Demonstrate openness to growth and continuous improvement in program development. Other duties may be assigned <p>Secondary Duties include:</p> <ul style="list-style-type: none"> Works with program administrative support to implement budgetary policies and decisions. Generate and edit correspondence, reports, and other programmatic information. Apply standard office software including Word, Excel, desktop publishing, email, Internet and campus databases such as Google Drive suite of software and Qualtrics. Utilize correct oral and written English to efficiently communicate with a variety of students, faculty, staff and community members. Maintain confidentiality with sensitive situations and information. Establish and maintain effective working relationships with faculty, students and staff from diverse ethnic, cultural and socioeconomic backgrounds. Supervise student assistants and volunteers as needed.
QUALIFICATIONS & EXPERIENCE:	<p><i>To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</i></p> <p>Required:</p> <ul style="list-style-type: none"> Bachelor’s degree required with Master’s degree strongly preferred. Three (3) years of equivalent training and professional experience may be substituted for Master’s degree Extensive knowledge of and experience working with the undocumented student community Excellent English oral and written communication skills Proven ability to engage in programmatic development and assessment Effective problem-solving skills Highly organized Demonstrated ability and sensitivity to working with diverse individuals Ability to develop and maintain highly collaborative partnerships with a variety of groups Ability to effectively manage multiple priorities and projects Extensive experience with college students as an instructor, advisor, counselor, or mentor <p>Preferred:</p> <ul style="list-style-type: none"> A graduate degree in students services, counseling, higher education administration, or other related area is preferred Experience working with community benefit organizations or in the public sector Bilingual
SALARY/BENEFITS:	\$5,900 - \$6,250 per month (\$70,800 - \$75,000 annual), depending on qualifications and experience. Benefits include medical, dental, vision, life insurance, 401(k), vacation, sick and holiday pay.
DEADLINE:	Application review begins <u>December 31, 2024</u>. Position will remain open until filled.
TO APPLY:	<p>Please visit the Auxiliary Human Resources page at https://auxiliary.fresnostate.edu/association/hr/employment-opportunities.html for job announcement and application.</p> <p>E-mail completed application & resume to: auxiliary-hr@mail.fresnostate.edu</p>

RESUMES WILL NOT BE ACCEPTED WITHOUT A COMPLETED APPLICATION

California State University, Fresno is a smoke free campus. For more information, please click <http://fresnostate.edu/adminserv/smokefree/index.html>
Employment for this position is by the California State University, Fresno Foundation. This is not a State of California position.

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY/ADA EMPLOYER