



<b>Position Title:</b>	<b>Coordinator of Student Academic Support</b>
<b>Job Bulletin Number:</b>	<b>103315</b>
<b>Classification:</b>	<b>Student Services Professional III</b>
<b>Department:</b>	<b>Library &amp; Learning Services</b>
<b>Full/Part-time:</b>	<b>Full-Time</b>
<b>Employment Type:</b>	<b>Probationary/Permanent</b>
<b>Bargaining Unit:</b>	<b>4, APC</b>
<b>Pay Plan:</b>	<b>12 month</b>
<b>Salary Range:</b>	<b>\$4,691– \$6,683 per month. Hiring salary is anticipated at \$4,691-\$5,000 per month commensurate with education and experience.</b>
<b>Benefits:</b>	<b>Premium benefit package includes outstanding health, dental and vision plans; life and disability insurances; pension (CalPERS); tuition fee waiver; and 14 paid holidays per year. See our <a href="#">benefits website</a> for additional information.</b>
<b>Pre-Employment Conditions:</b>	<b>Background including fingerprinting</b>
<b>Closing Date:</b>	<b>Open until filled. A review of applications will begin Friday, November 12, 2021 and the review period may end at any time thereafter.</b>

**POSITION SUMMARY:** The Department of Library and Learning Services provides services to students to support the diverse academic needs of our students. Under the general supervision of the Dean of Library Services the Student Academic Support assesses diverse academic needs of the student population and develops, delivers, and manages programs to meet those needs. Duties to include the following: follow and assessment and continuous improvement model with all program offerings. For tutoring, manage and expand the tutorial support services program, which includes recruiting and providing on-going training for Instructional Student assistants. Monitor the program budget and collaborate with faculty and academic departments to implement tutoring for multiple content areas and courses. Plan, develop and conduct Student Services-related instructional sessions, courses and seminars that offer academic skills sessions as part of evolving first-year experience or other success program in collaboration with faculty. Partner with various departments to support campus efforts to provide intervention for students identified as "at-risk."

**HOW TO APPLY:** Interested parties should submit the Cal Maritime Employment Application, a cover letter and resume. Apply on-line at <http://www.csum.edu/web/hr/careers>.

**ABOUT THE CALIFORNIA STATE UNIVERSITY MARITIME ACADEMY:**

Established in 1929, California State University Maritime Academy, a campus of the California State University, is the only degree-granting maritime academy on the West Coast. Located on a scenic waterfront site in Vallejo, the campus serves a student population of approximately 1100 undergraduates and 50 graduate students. The campus currently offers undergraduate degrees in Mechanical Engineering, Facilities Engineering Technology, Marine Engineering Technology, Marine Transportation, Global and Maritime Studies, and Business Administration. A master's degree in Transportation and Engineering Management is offered as well as a number of extended learning programs and courses.

**MAJOR RESPONSIBILITIES:**

**Academic Support**

- Plan and guide efforts to educate all campus members about diverse learning styles and needs; introduce best practices for providing equitable academic support at Cal Maritime.
- Oversight of daily academic tutorial services, including coordinating Supplemental Instruction (SI) schedules, maintaining Learning Lab locations, and fielding communications.
- Collect, analyze, and summarize data to identify areas of programmatic growth, redesign and/or refinement, develop appropriate solutions to emerging challenges, allocate resources effectively, and produce timely updates.
- Develop and maintain interdepartmental partnerships with faculty and staff to set program goals and objectives, define expectations/priorities, and discover opportunities for programmatic growth and/or refinement:
  - Collaborate with University Advisors to provide Early Alert outreach to students identified as "at-risk" of failing coursework; advise individuals of options, outcomes, and available campus support services.
  - Collaborate with Director of Accessibility & Disability Services to ensure effective academic support for students with learning differences is provided.
  - Collaborate with other university departments (including the Library and other academic departments) to introduce and/or support other student learning needs as warranted, e.g., basic skills support, first-year academic skills; upper division course support.

**Budget and Policies**

- Forecast and draft annual budgetary plan within allocated resources based on program data in order to fund program needs and wages for Instructional Student Assistants (ISAs) and other program needs.
- In compliance with CSU, Cal Maritime, and University Library policies, create and codify policies, procedures, and processes that ensure equitable, fair, and effective use of all services.

**Tutoring**

- Strategically plan and develop programming for tutorial services
- Provide learning-oriented workshops for programs, departments, and classes
- Implement university-wide campaigns promoting Learning Lab and other services; maintain and continually update user-facing web properties, electronic and print materials (including ISA handbook, Learning Lab user protocols).
- Recruit, train, schedule, evaluate, and mentor ISAs; hold regular group and individual trainings with them; provide them with insights into best practices, with an understanding of the responsibilities and expectations of their role and of Learning Lab operations.

**REQUIRED QUALIFICATIONS:*****Experience:***

Possession of these knowledge and abilities is typically demonstrated through the equivalent of three years of progressively responsible professional student services work experience.

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.

***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.

***Knowledge, Skills, and Abilities:***

- Be able to analyze complex student-related matters accurately, draw valid conclusions, and propose various alternative courses of action;
- Demonstrate strong understanding of the range of student learning styles and multiple ways to support them;
- Advise students individually and/or in groups on complex student-related matters via workshops, tutor training and development;
- Work independently to develop and maintain excellent tutorial services;
- Determine the appropriate course of action and proper techniques to utilize while engaged with individuals and groups in personal interactions of a sensitive nature;
- Use initiative and resourcefulness in planning work assignments and implement long-term program improvements;
- Effectively organize and manage tasks in a fast-paced, team-oriented work environment;
- Establish and maintain cooperative working relationships with students, staff, faculty, and other members of the university community from diverse ethnic, cultural, and socio-economic backgrounds;
- Collect and evaluate data, draw valid conclusions, and project consequences of various alternative courses of action;
- Use annual data to evaluate success of all programs in the area and to determine next steps for continuous improvement;
- Interpret and apply program and university policies and procedures;
- Be responsive, innovative, results-oriented, and student-centered in helping students fulfill their academic program requirements and meet campus goals.
- 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.
- Knowledge of organizational and program management
- Knowledge of principles of individual and group behavior
- Knowledge of principles, practices, and trends of Student Services,
- Knowledge of individual counseling techniques

**PREFERRED QUALIFICATIONS:**

- General knowledge of campus and CSU policies, procedures and practices preferred.
- 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
- Pedagogical theory, including theory and practice of tutoring

## **SPECIAL CONDITIONS:**

**PHYSICAL, MENTAL and ENVIRONMENTAL CONDITIONS:** Involves mainly sitting with up to 25% of the activities involving regular standing or walking; involves lifting of medium weight objects limited to 25 pounds.

**HOURS of WORK/TRAVEL:** Evening and/or weekend work will be required occasionally.

**BACKGROUND CHECK:** Satisfactory completion of a background check (including a criminal records check and fingerprinting) is required for employment. CSU will make a conditional offer of employment, which may be rescinded if the background check reveals disqualifying information, and/or it is discovered that the candidate knowingly withheld or falsified information. Failure to satisfactorily complete the background check may affect the continued employment of a current CSU employee who was conditionally offered the position.

**MANDATED REPORTER:** The person holding this position is considered a 'mandated reporter' under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 revised July 21, 2017 as a condition of employment.

**ELIGIBILITY TO WORK:** Applicants must provide proof of U.S. citizenship or authorization to work in the United States within three days of the date of hire.

**TITLE IX:** Please view the Notice of Non-Discrimination on the Basis of Gender or Sex and Contact Information for Title IX Coordinator at: <https://www2.calstate.edu/titleix>

**EEO STATEMENT:** Cal Maritime is an Equal Opportunity, Affirmative Action Employer. The university subscribes to all state and federal regulations and prohibits discrimination based on race, color, religion, national origin, sex, gender identity/gender expression, sexual orientation, marital status, pregnancy, age, disability, genetic information, medical condition, covered veteran status, or any other protected status. Reasonable Accommodations will be provided to applicants with qualifying disabilities who self-disclose by contacting the Benefits Coordinator at (707) 654-1146.