

POSITION DESCRIPTION

Position Title:	SSP III Program Coordinator
Department:	Tower Foundation of San José State University
Appropriate Administrator	AVP, Student Equity and Belonging
Reports To:	Program Director, UndocuSpartan Student Resource Center
Hiring Range:	\$66,480 annually DOE
Exempt Status:	Exempt
Appointment:	Full-Time Benefited
Posting Period:	Open until filled

In partnership with the University Advancement Division, the Tower Foundation of San José State University is San José State University's 501c3 auxiliary organization dedicated solely to philanthropy. Tower Foundation assists with the development, investment, administration, and banking of all SJSU philanthropic donations to build a culture of philanthropy among its alumni and the university community.

POSITION SUMMARY:

Reporting to the Program Director for the UndocuSpartan Student Resource Center, the Program Coordinator for the UndocuSpartan Student Resource Center (USRC) supports the center's mission by managing daily operations, creating a welcoming environment, and assisting in the implementation of programs and services that promote the success, retention, and graduation of undocumented and mixed-status students. Under the supervision of the Program Director, the coordinator serves as a key point of contact for students, staff, and community members, oversees student assistants, and supports outreach, events, and program/campus initiatives. By collaborating with campus and community partners, and by contributing to assessment and operational efficiency, the coordinator helps ensure the USRC remains a vital resource for fostering equity, inclusion, and student success.

This is a full-time, at-will position, offering comprehensive benefits. The position is designated exempt under FLSA and is not eligible for overtime compensation. Standard work hours are Monday – Friday, 8:00 a.m. to 5:00 p.m., but may vary based on operational needs. This position is approved for partial telecommuting with onsite work on campus at San José University.

The Tower Foundation offers an excellent benefits package, including medical, dental, vision, life insurance, short and long-term disability, 403B retirement, tuition reimbursement, vacation, and sick leave.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Program Coordination (50%):

- Develop, implement, and coordinate programs and workshops that support the academic success, career development, and personal growth of undocumented and mixed status students.
- Assist in identifying and addressing barriers to retention and graduation by creating specialized initiatives that meet student needs.

- Plan and execute events such as outreach programs, workshops/ events, and training in collaboration with campus units and community partners.
- Support the implementation of retention-focused activities and programs, including Peer Mentoring, the Legal Services, Admitted Spartan Day, Orientation, Weeks of Welcome and other activities as needed.
- Create a space for social, cultural, and academic engagement for students, staff, and faculty.
- Collaborate and engage with community organizations to expand services and resources to SJSU students.
- Develop and facilitate trainings for students and community stakeholders.

2. Admin and Office Coordination (30%)

- Oversee daily operations of the UndocuSpartan Student Resource Center, ensuring a welcoming and organized space for students, staff, and visitors.
- Manage departmental communications, including email, voicemail, and student appointments, while coordinating urgent matters with appropriate staff.
- Assist in managing student assistant searches, including advertising, interviewing, hiring, and providing work direction and training.
- Process and manage administrative tasks such as maintaining inventory, purchasing, budget tracking, and reconciliation.
- Support monthly operations and learning outcomes reporting for departmental and external collaborations.

3. Community Relations (15%)

- Engage with campus partners, community organizations, and external stakeholders to expand resources, legal support, and services for undocumented and mixed-status students.
- Represent the center on committees and initiatives that promote equity, inclusion, and awareness of undocumented and mixed-status student experiences.
- Foster relationships with local, regional, and CSU entities to enhance opportunities for students.
- Collaborate with community partners to advocate for policies and practices that remove barriers to academic success for undocumented students.

4. Assume additional Projects and Responsibilities in Response to Emerging Issues (5%)

5. Other duties may be assigned as required

- This position describes the general nature and level of work expected to be assigned to this role. It is not intended to include all duties and responsibilities. The order in which duties and responsibilities are listed is insignificant.

REQUIRED QUALIFICATIONS:

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, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education: Equivalent to graduation from a four-year college or university in a related field, including or supplemented by upper division or graduate coursework in counseling techniques, interviewing, and conflict resolution where such are job-related.

Experience: Three years of progressively responsible professional student services work experience. A master's degree in Counseling, Clinical Psychology, Social Work, Higher Education in Student Affairs, or a directly related field may be substituted for one year of experience. A doctorate degree and the appropriate internship or training in counseling, guidance, education, may be substituted for the three years of experience.

PREFERRED QUALIFICATIONS

Education:

Education: Bachelor's Degree in Ethnic Studies, Sociology, Psychology, or related field. Experience with coordination, planning, and facilitation of services/programs across multiple identities (i.e. race, ethnicity, gender, sexuality, class, disability, etc.).

Experience:

- Experience with coordination, planning, and facilitation of services/programs across multiple identities (i.e. race, ethnicity, gender, sexuality, class, disability, etc.).
- Two years of program coordination experience in a college setting.
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- Experience working with faculty, staff, and students in higher education.

KNOWLEDGE, SKILLS, & ABILITIES

- Strong understanding of the needs and challenges faced by undocumented students, including retention and graduation barriers.
- General knowledge of state policies that support undocumented and mixed-status students. Ex. AB 540, AB 131.
- Familiarity with program development, student success strategies, and equity-based initiatives.
- Knowledge of budget management and reconciliation processes.
- Excellent communication skills, both written and verbal, for engaging with students, staff, and external partners.
- Strong interpersonal and relationship-building skills to foster collaboration with campus and community partners.
- Proficiency in Microsoft Office, Google Suite, and database management software.
- Organizational skills for managing multiple priorities, events, and administrative duties.
- Analytical skills for assessment, program evaluation, and producing reports.
- Ability to work effectively with diverse populations in a culturally inclusive manner.
- Capable of handling sensitive information with discretion and maintaining confidentiality.
- Adept at problem-solving, decision-making, and implementing creative solutions.
- Skilled in coordinating workshops, large events, and student programs.

PHYSICAL REQUIREMENTS

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.

Position may be required to work at a computer terminal and desk for long periods of time on projects. May be required to travel between campus offices and off-campus locations. Typical office environment with a possible shared office space in a fast paced with heavy foot-traffic. Office includes common equipment and tasks. Physical ability to utilize computer and other office equipment in performing a variety of office

functions. Order, organize and store supplies, and transfer materials for information booths and exhibits. On a regular basis, this position involves reaching for and lifting up to 25 pounds. The position will also on occasion need to push (e.g., in a cart) up to 75 pounds.

REASONABLE ACCOMMODATION

The Tower Foundation of San José State University is committed to providing reasonable accommodations during the application process to qualified individual with a disability. Applicants may request an accommodation by contacting Human Resources at (408) 924-1127.

APPLICATION PROCEDURE

To apply for this position, submit a resume and letter of interest to towerjobs@sjsu.edu. If offered the job, it will be contingent on a successful background check.

Tower Foundation is NOT a visa sponsoring organization

The Tower Foundation of San José State is a 501c3 not-for-profit auxiliary of San José State University. Tower Foundation employment is separate and distinct from San Jose State University or State of California employment. Tower Foundation is an Equal Opportunity Employer committed to nondiscrimination on the basis of race, color, religion, national origin, sex, sexual orientation, gender status, marital status, pregnancy, age, disability, or covered veteran's status, consistent with all applicable federal and state laws. Reasonable accommodations will be provided for applicants with disabilities who self-disclose.