

KANSAS STATE UNIVERSITY POSITION DESCRIPTION

Position #:	W0043148
HR Liaison:	Sue Yenzer
Phone #:	532-5310
Email Address:	seyenzer@ksu.edu

POSITION INFORMATION

Proposed Position Title :	Student Programs Coordinator		
Proposed Business Title ¹ :	Student Programs Coordinator		
College/Unit:	Academic Success & Student Affairs		
Department # and Name:	09170, Student Support & Accountability		
Proposed Job Code ² :	W01185		
FTE:	1.0		
Full-Time/Part-Time:	Full-Time		
Regular/Temporary ³ :	Regular		
If temporary, length of assignment:	Choose an item.		
Limited Term (USS only):	Choose an item.		
Proposed Pay Grade ⁴ :	08A	B Pay Grades	001 or 01T
Salary Range ⁵ :	08A: \$42,216-\$65,423	B Salary Ranges	001 or 01T
Anticipated Hiring Range ⁶ :	\$1,730.770 bi-weekly - \$49,338.46 (9-month appt)		
FLSA Status ⁷ :	Exempt/Non-Exempt Determined by Compensation		
Appointment Basis:	Academic (9-month)		
Appointment Type ³ :	Unclassified - Regular		
Budgeted Position ⁸ :	True, Budgeted		
Current Employee:	Devan Mackenzie Walker		
Current Supervisor:	Laurel Koch Moody		

¹ Business titles appear in the K-State Directory. Business titles can provide a more specific description of the work performed and must reasonably reflect the job duties, responsibilities and level of the position. Compensation reviews and approves all business titles.

² Typically, UNC job codes start with W and USS job codes start with KS. A position set up in HRIS as UNC cannot be changed to USS, and vice versa.

³ There are two position types: regular or temporary. Appointment types (or contract types) are regular, term, limited term, temporary, interim, and acting. Position type and appointment type should align. See <https://www.k-state.edu/budget/newpositionrequests.html>.

⁴ Proposed pay grade must match pay grade listed for proposed [job title](#).

⁵ This is the full range of the pay grade.

⁶ This range will be posted on the public job ad. List a range inclusive of the amount you intend to offer a candidate. Consider equity within the department as you determine this range.

⁷ If you would like for this position to be considered for exempt status, please check "FLSA Determination" as a Reason for Action.

⁸ See <https://www.k-state.edu/budget/newpositionrequests.html> for information about which appointment types are budgeted/non-budgeted.

Type of Supervisory Position ⁹ :	Supervisor
If supervisor, list job titles and position numbers for those being supervised:	Student Assistant/W0001442 Student Assistant/W0001444 Student Assistant/W0001446 Student Assistant/W0034421 Student Assistant/W0035984 Student Assistant/W0036089 Student Assistant/W0036989 Student Assistant/W0042695 Student Assistant/W0049329
Essential ¹⁰ :	No, Non-Essential
Location of the Position:	Manhattan

Reason for Action (select all that apply):

<input checked="" type="checkbox"/> Recruitment	<input type="checkbox"/> FLSA Determination ¹¹
<input type="checkbox"/> Update ¹²	<input type="checkbox"/> Reclassification Request (Filled Position) ¹³

Please provide any relevant information related to the position review. Briefly describe changes and context (e.g., reorganization, reassignment of work, new functions added, date incumbent is vacating position, etc.):

Changes made to reflect more supervision duties and less information management responsibilities. This is in balance with other coordinator position within the office.

When submitting a position description in PageUp, please upload a current organizational chart (no older than current fiscal year) in the Documents tab of the PD.

⁹ A lead worker assigns, trains, schedules, or oversees work of others but does not evaluate work. A supervisor plans, staffs, evaluates, and directs work of employees of a work unit, and Kansas State University Supervisory Training is required. If overseeing student workers only, choose Lead Worker.

¹⁰ Indicate whether the position is considered essential or non-essential personnel during a Declaration of Inclement Weather. (Departments are responsible for ensuring this is updated in HRIS.)

¹¹ If you would like this position to be considered for exempt status, check this box.

¹² If updating a filled position, please use the approval process called "Employee Included - Update/Reclassification", which includes the employee.

¹³ Please contact hrcomp@ksu.edu before submitting a position for reclassification.

DUTIES AND RESPONSIBILITIES

Briefly state the purpose of the position:

This position exists to provide coordination of processes and services for Student Support & Accountability. The primary purpose of this position is to provide support to the Assistant Vice President/Senior Associate Dean of Students, Assistant Deans and Assistant Directors in Student Support & Accountability as well as the departments who serve directly under the office. The other primary purpose is to act as a first line of contact with the students and families our office serves. The position is essential to the office because of the individual's involvement with multiple clients, including students, parents, faculty and staff, and the public.

Does employee's primary duty consist of work requiring the exercise of independent discretion and judgment? If yes, provide an example:

Yes. Employee has initial responsibility to refer and notify the appropriate Dean to respond to crisis and emergencies. Employee determines the order and completion requirements of assigned work. Employee delegates as needed. Employee must constantly determine priority or work and use own judgment and initiative in completing assigned work. Judgment is exercised in determining completion of assignments when emergencies and crises become a top priority, occasionally involving extended workdays. Employee is given initial instructions and training in crisis management and is occasionally given guidelines regarding specific students and their particular problem. Employee exercises initiative in determining whether additional information is necessary to complete tasks.

Enter the major groups of responsibilities for this position along with duties performed in that area of responsibility. Designate the percentage of time spent on each area of responsibility. The total of duties must equal 100%. Identify each group of responsibilities as essential or marginal.

The following questions can help determine if duties and responsibilities are essential. If the answer to any of these questions is yes, the duty is essential.

- Does this position exist to perform this function?
- Can the function be performed by other employees in the department?
- Would removing this function from the job fundamentally change the job?
- Would there be significant consequences if this function is not performed?
- Is special expertise or judgement required?

% of Time: 35%	Area of Responsibility: Intake and Communication	<input checked="" type="checkbox"/> Essential or <input type="checkbox"/> Marginal
<p>Specific Duties:</p> <ul style="list-style-type: none"> • Interact with individuals such as students, parents, faculty, staff, medical staff, or local law enforcement officials in the coordination of student emergencies/crisis. Well-developed communication skills are necessary to work with on- and off-campus entities, and to deal with complex academic guidelines. • Perform important public relation functions with on-campus constituencies, such as providing essential information to campus offices when a student emergency/crisis occurs. • Maintain appointment calendars and schedule meetings for Deans in SSA and Student Legal Services, Off-Campus Housing Support. • Provide support and guidance for other reporting departments including Student Support & Accountability, Graduate Assistant and Practicum Student, CARE office, Student Legal Services, and Military Affiliated Resource Center. • Make initial contact with students who are requesting to see the Deans. • Oversee the follow-up contact with all students who work with the office. • Perform administrative tasks for Student Support & Accountability staff (i.e., coordinating meetings, initiating contact with students, and drafting correspondence without routine supervision). • Routinely use own initiative and judgment when deciding how to solve various student problems. • Oversee the screening and the response to all calls and visitors to Student Support & Accountability. Meet with students who call or walk in when appropriate by providing requested information, making referrals and transferring calls by using current and accurate knowledge of university policies and service, as well as federal FERPA requirements. • Work with other coordinators to implement the University Absence Policies, as it relates to excused and verified absences; meet with students who do not have proper documentation but need a verification sent to faculty. • Record accurate messages when staff is unavailable. • Assist in scheduling committee meetings with notification of participants. • Consult with the Deans in the office on more complex student situations. • All tasks completed with little or no review. 		
% of Time: 35%	Area of Responsibility: Student Emergencies and Crisis:	<input checked="" type="checkbox"/> Essential or <input type="checkbox"/> Marginal
<p>Specific Duties:</p> <ul style="list-style-type: none"> • Manage the Student of Concern reporting protocols: <ul style="list-style-type: none"> ○ Contact students who have been experiencing personal and academic challenges. ○ Initiate communication in variety of methods and do so with regards to urgency, method, and workflow. ○ Conversation includes problem solving, resource sharing, and discussions about mental health and personal wellbeing. 		

- Make decisions when notified about a student crisis/emergency by determining the action that needs to be taken, such as interrupting the Assistant VP/Senior Associate Dean and/or Assistant Deans during meetings, notifying the K-State Police, etc.
- Assist with student issues and crisis/emergency situations.
- Help coordinate meetings for the Critical Incident Response Team when directed from Assistant VP of Student Support & Accountability.
- Take notes during CIRT and Due Process meetings and provide input to CIRT committee.
- Provides support for the Early Assessment Reporting committee.
- Help gather and share information related to student crisis or emergency situations.
- Support Deans during disaster outreach during natural disasters and follow proper protocols to reach out to students impacted by disastrous or seriously traumatic events.
- Assist Deans in responding to student deaths through proactive outreach to fellow involved students, communicating with campus partners, and other administrative duties as required.
- Send notifications to campus entities regarding the Dean-On-Call for emergencies each week.
- Employee will keep Asst. VP/Senior Associate Dean and/or Assistant Dean informed of all actions taken.

% of Time:
30%

Area of Responsibility: Supervision and Training

☒ Essential or ☐ Marginal

Specific Duties:

- Supervise undergraduate student workers in Student Support & Accountability and provides training to undergraduate students in several units/departments.
- Supervision of students includes hiring, training, time approval, evaluation and review.
- Oversee and delegates duties to student workers.
- Provide training for students in Student Support & Accountability as well as general training about customer service, FERPA guidelines, Maxient operation, office safety, and communication strategies for the other undergraduate and graduate student workers in the division.
- Serve as the point of contact for general office training and presentations.
- Serves as the trainer in SafeZone, Student of Concern reporting training, and other trainings as necessary.

Tasks are completed with little or no review.

QUALIFICATIONS

Required Education & Experience (must match minimum requirements in the selected [job description](#)):

- Bachelor's Degree
- 1 year of relevant experience
- This position may use an educational equivalency as determined relevant by a hiring manager

Preferred Education & Qualifications (experience/skills/knowledge/abilities):

- Master's degree.
- 1-3 years of relevant experience
- Demonstrate the ability to accurately ascertain the seriousness of an emergency/crisis situations and to project a calm demeanor in crisis situations.
- Computer skills and good working knowledge of word processing software including Microsoft Office programs; good working knowledge of secretarial practices and procedures.
- Demonstrate an understanding and commitment to diversity, equity, and inclusion for the delivery of all programs and services.

Other requirements (May include licenses, registrations, certification requirements and equipment used. May not include additional education and/or experience.):

Does this position require driving for university business purposes?¹⁴ ☐ Yes or ☒ No

Is the employee in this position responsible for driving vehicles or equipment for which a Commercial Driver's License (CDL) is required? ☐ Yes or ☒ No

Additional qualifications necessary as a BFOQ (Bona Fide Occupational Qualification)¹⁵:

¹⁴ Mark yes if driving is a requirement to perform the duties of the position. Mark no if driving is not required at all or is an incidental part of the position such as occasionally driving to a meeting location or running an errand.

¹⁵ Uses of a BFOQ are extremely rare. A BFOQ is used in instances that a person's sex, religion, or national origin may be reasonably necessary to carrying out a particular job function.

WORK SCHEDULE, ESSENTIAL ACTIONS, AND WORKING CONDITIONS

Select whether the position is considered <u>On-Call / Standby / Both</u> :	Choose an item.
Describe frequency and expected response time (e.g., 24/7 or every weekend or one weekend per month or response time 15 minutes):	

<input checked="" type="checkbox"/> Full-Time, Monday-Friday, 8 a.m. to 5 p.m.
<input type="checkbox"/> Other, please describe:

<u>Essential actions</u> required on a regular/consistent basis (check all that apply) ¹⁶ :	<input type="checkbox"/> Position self (to move) <input type="checkbox"/> Move/traverse <input type="checkbox"/> Work atop <input type="checkbox"/> Twist/bend <input type="checkbox"/> Ascend/descend <input checked="" type="checkbox"/> Transport	<input checked="" type="checkbox"/> Stationary position <input type="checkbox"/> Position, detect, operate <input type="checkbox"/> Maneuver <input type="checkbox"/> Attain <input type="checkbox"/> Retrieve from ground level	<input checked="" type="checkbox"/> Repetitive movement <input checked="" type="checkbox"/> Communicate <input checked="" type="checkbox"/> Communicate in written language <input checked="" type="checkbox"/> Input data <input type="checkbox"/> Drive
Weight exertion required on a regular/consistent basis:	<input type="checkbox"/> None <input checked="" type="checkbox"/> Light: up to 25 pounds <input type="checkbox"/> Moderate: up to 50 pounds <input type="checkbox"/> Considerable: up to 75 pounds <input type="checkbox"/> Heavy: more than 75 pounds		
Environmental and hazardous conditions required on a regular/consistent basis (check all that apply):	<div style="display: flex; flex-wrap: wrap;"> <div style="flex: 1; min-width: 200px;"> <input checked="" type="checkbox"/> Normal office environment <input type="checkbox"/> Near-continuous use of screen <input type="checkbox"/> Darkness or poor lighting <input type="checkbox"/> Noise <input type="checkbox"/> Vibration <input type="checkbox"/> Mechanical hazards <input type="checkbox"/> Electrical hazards </div> <div style="flex: 1; min-width: 200px;"> <input type="checkbox"/> Fire hazards <input type="checkbox"/> Explosives <input type="checkbox"/> Traffic <input type="checkbox"/> Heavy equipment <input type="checkbox"/> Close/cramped quarters <input type="checkbox"/> Navigating uneven terrain <input type="checkbox"/> Heights <input type="checkbox"/> Radiation <input type="checkbox"/> Dust/fumes </div> <div style="flex: 1; min-width: 200px;"> <input type="checkbox"/> Indoor temperature extremes <input type="checkbox"/> Weather extremes <input type="checkbox"/> Animals or wildlife <input type="checkbox"/> Violence <input type="checkbox"/> Disease/pathogens <input type="checkbox"/> Chemicals <input type="checkbox"/> Handling waste or biohazardous materials </div> </div>		

Use the appropriate approval process in PageUp for final approval of PD.

¹⁶ Indicate which actions are ESSENTIAL for performing the essential duties of the position. While work in this position may be performed in a certain way, consider whether that is the only way the work can be performed. For example, while most employees may perform computer work sitting at a desk, could the work also be performed if the person stood? If yes, then is sitting actually essential to performing the duties of the position? Visit https://www.k-state.edu/hr/time-comp/compensation/ADA_terms_position_descriptions.html for more information.

REQUISITION INFORMATION (OPTIONAL)

Worksite option:	On-site requirement	
Is this position eligible for sponsorship?	No	
Application timeline:	For best consideration, apply by:	Date: June 13, 2025
List search committee members:	Chair: Laurel Moody, SSA Member: Kim Waslawski, SSA Member: Mackenzie Lucas, undergraduate student Member: Stef Delatorre, Case Management Member: Logan Hays, Academic Achievement Center	

POSITION ANNOUNCEMENT TEMPLATE (OPTIONAL)**About This Role:**

The Student Services Coordinator provides various support for Student Support & Accountability. The coordinator is the lead supervisor for student staff, provides support for students served by the office, and helps coordinate student of concern referrals. The Student Services Coordinator is the first line of contact with the students and families our office serves, and works with a team of support professionals in a fast-paced environment. The coordinators will work with multiple clients, including students, parents, faculty and staff, and the public.

This is a 9-month position.

For more information about this job please see the SSA website:

<https://www.k-state.edu/student-support/about/positionsandnews.html>

About Us:

Student Support & Accountability works to support students experiencing difficulties which impact their life, both academically and personally.

Student Support & Accountability strives to foster an environment of collaboration, responsibility, and mutual respect in partnership with students and all of our university colleagues.

We do this by:

- Providing direct support and services to students
- Advocating for students in a variety of settings
- Connecting students with accurate referrals for academic and personal problems
- Encouraging appreciation of diverse experiences and perspectives
- Coordinating the university response to campus and student crises
- Addressing conduct and behavioral concerns through educational interventions and policy application
- Supporting and serving as a resource for student family members

Worksite Options: This position is **on-site, Monday – Friday, 8am to 5pm.**

What You'll Need to Succeed: **Minimum Qualifications:**

- Bachelor's Degree
- 1 year of relevant experience
- This position may use an educational equivalency as determined relevant by a hiring manager

Preferred Qualifications:

- Master's degree.
- 1-3 years of relevant experience
- Demonstrate the ability to accurately ascertain the seriousness of an emergency/crisis situations and to project a calm demeanor in crisis situations.
- Computer skills and good working knowledge of word processing software including Microsoft Office programs; good working knowledge of secretarial practices and procedures.
- Demonstrate an understanding and commitment to diversity, equity, and inclusion for the delivery of all programs and services.

Other Requirements:

- Applicants must be currently authorized to work in the United States at the time of employment.

How to Apply:

Please submit the following documents:

1. Letter of Interest detailing experience as it applies to this position.
2. Resume

3. Three professional references with contact information.

**Screening of
Applications Begins:**

Screening begins on (date).

OR

Immediately and continues until (date).

OR

Immediately and continues until position is filled.

OR

For best consideration, apply by (date).

**Anticipated Hiring
Pay Range:**

(Enter the anticipated hiring pay range – if none, use pay grade minimum to midpoint.)