**Graduate Program Student Services Support Coordinator – Job 30667BR**

**College/Division:** College of Liberal Arts and Sciences; School of Geographical Sciences & Urban Planning  
**Scope of Search:** Open  
**Grant Funded Position:** This is not a grant funded position and is not contingent on future grant funding.  
**Posted Rate of Pay:** $34,560 - $48,000 DOE

**Description:**  
Under general supervision, this individual coordinates activities and functions necessary to successfully steward students through graduate degree programs from application to graduation for the School of Geographical Sciences & Urban Planning (SGSUP).

We seek a high-performing, positive, service-oriented individual with excellent attention to detail to work our diverse graduate students; an ideal candidate will enjoy the opportunity to think proactively and creatively to improve processes and functions within the school’s graduate activities and work well under pressure and without constant oversight. A strong candidate will also be comfortable and adept at providing program-related administrative support to the faculty leads for each of the graduate programs as well as the school’s Associate Director for Research-Based Graduate Programs. The ideal candidate will demonstrate initiative and independent judgment in both routine and non-routine situations. This position reports to the Assistant Director of Operations.

**Minimum Qualifications:**  
Bachelor’s degree in a field appropriate to the area of assignment and three years of related experience; OR, any equivalent combination of education and/or experience from which comparable knowledge, skills and abilities have been achieved.

**Desired Qualifications:**  
Master’s Degree and direct experience related to position  
Experience working with graduate-level programs  
Experience working with research-based (MA and/or PhD) graduate students.  
Experience with PeopleSoft/Oasis (e.g. G-Portal), Sales Force, MS Office programs, Dashboards, WebXtender and Blackboard  
Experience working in an institution’s central graduate college or similar environment.

**Essential Duties:**  
* Provide direct support to students in SGSUP’s graduate degree programs from initial inquiries to graduation including communication of all policies and processes pertinent to timely progress  
* Provide guidance in navigating administrative systems including iPOS, ProQuest, travel grants, reimbursement requests, etc.  
* Responsible for understanding and clearly communicating degree requirements, opportunities, and deadlines for each of the degrees to faculty advisors, degree and program coordinators, associate director as well as students.  
* Responsible for oversight of processing of applications and maintenance of student records using internal and external systems (e.g. Graduate Application Review system, Excel spreadsheets, and PeopleSoft, Gportal student awards).
* Coordinate recruitment campus visits of prospective doctoral students, including travel logistics and working with faculty and administrative leadership to develop and implement an engaging agenda.
* Work closely with the graduate associate director with admissions letters. Verify funding offered with SGSUP Business Office and send School admissions letters to potential students.
* Organize activities for incoming graduate students each fall term including: orientation, office assignments, assisting students with required tasks/paperwork such as HR packets, SPEAK Test (for international students).
* Coordinate and/or assist with graduate-related school events including community-building efforts, graduation, boot camps and professional development/networking opportunities.
* Work closely with the graduate and undergraduate associate directors on TA/RA assignments and annual evaluations.
* Staff the graduate committee including agenda preparation, minute-taking and distribution, and appropriate follow-up.
* Support the school’s awards committee as its work pertains to graduate students, including promotion of awards, notification to recipients and organizing of pertinent supporting documentation.
* Serve as Roster Contact for graduate level courses; process and track overrides for students to enroll in required courses and ensure students are enrolling in appropriate course(s) based on individual program progress; steward posting of final grades at the end of each term and ensure transcript accuracy once students successfully complete degree requirements and defense.
* Work directly with members of the Graduate Education office to ensure accurate interpretation and enforcement of program and university policies and procedures.
* Attends regular graduate support staff meetings and represents the programs/school on various college, university and professional committees
* Responsible for ensuring accuracy of program information in ASU Catalog and SGSUP webpages.
* Work with school’s Business Operations Manager to facilitate TA and RA support each term, including but not limited to the preparation of offer letters sent to supported students and entering tuition waivers into PeopleSoft. Process offer letters for annual block grant awards (if funded) and enter awards into PeopleSoft.
* Provide regular and ad hoc reports to School leadership; reflect on current processes and provide opportunities for improvement and efficiency where appropriate
* Coordinate with undergraduate advisors working with accelerated bachelor’s/master’s programs
* Process Master’s-in-passing (MiP) applications.
* Support associate director with graduate program components of annual learning outcomes assessment process.
* Provide direct supervision of student worker or part-time staff member (up to 20 hours per week) to assist with meeting the outlined graduate program tasks and deadlines.
* Other duties as assigned.

Working Environment:
* Use office equipment including a personal computer
* Sit or stand for extended periods of time and walk moderate distances to perform work
* Communicate orally and in writing to perform essential functions
* Read/interpret written and oral instructions/directions
* Lift up to 30 lbs.
SGSUP Information:
The School of Geographical Sciences and Urban Planning (SGSUP) is a major participant in the instructional and research activities of Arizona State University. A staff team of ten supports 33 tenure/tenure-track faculty including four members of the National Academy of Sciences, approximately 1,000 undergraduate majors (split between campus and online) and 200 graduate students studying in one of five graduate degree programs (MA and PhD programs in Geography, a PhD in Urban Planning, a Masters in Urban and Environmental Planning and a Master of Advanced Studies in Geographical Information Systems) as well as graduate certificate programs in GIS and transportation. SGSUP has grown quickly in the past year, especially via online enrollment, and more new programs are due to launch on-campus and online in the next two years. More complete school and program information can be found at http://geoplan.asu.edu/

ASU Information:
Arizona State University is a new model for American higher education, an unprecedented combination of academic excellence, entrepreneurial energy and broad access. This New American University is a single, unified institution comprising four differentiated campuses positively impacting the economic, social, cultural and environmental health of the communities it serves. Its research is inspired by real world application blurring the boundaries that traditionally separate academic disciplines. ASU serves more than 90,000 students in metropolitan Phoenix, Arizona, the nation's fifth largest city. ASU champions intellectual and cultural diversity, and welcomes students from all fifty states and more than one hundred nations across the globe.

ASU is a tobacco-free university. For details visit www.asu.edu/tobaccofree

AmeriCorps, Peace Corps, and other national service alumni are encouraged to apply.

Arizona State University is a VEVRAA Federal Contractor and an Equal Opportunity/Affirmative Action Employer. All qualified applicants will be considered without regard to race, color, sex, religion, national origin, disability, protected veteran status, or any other basis protected by law.

Specific Application Direction:
Please submit a compelling letter of interest explaining why this is the right position for you at this time and why your professional experience will add value to SGSUP. Please also include a detailed resume that clearly illustrates prior knowledge, skills and experience that meets minimum and desired qualifications. Please also provide full contact information for three professional references.