POSITION ANNOUNCEMENT

TITLE: OPERATIONS SPECIALIST
DEPARTMENT: INTERNATIONAL PROGRAMS & PARTNERSHIPS (IPP)
UNIVERSITY EXTENDED EDUCATION
REPORTS TO: MANAGER OF IPP
HOURS: FULL-TIME, ABILITY TO WORK A FLEXIBLE SCHEDULE WHEN REQUIRED, INCLUDING EVENING AND WEEKEND HOURS
SALARY RANGE: $1,730.76 – 2,115.38 BI-WEEKLY EQUIVALENT TO $45,000 – 55,000 ANNUALLY
FLSA STATUS: EXEMPT

POSITION SUMMARY:
Under the general direction of the Manager of International Programs & Partnerships (IIP), the incumbent is directly responsible for a broad range of operational and administrative duties. The incumbent serves as the unit operations lead supporting the unit’s operational infrastructure with notable accountability for end results and work performed by other program support staff. The Operations Specialist must demonstrate a high degree of organization, attention to detail, flexibility and be comfortable working with individuals of varied educational backgrounds and multiplicity of cultures to assure customer satisfaction and quality service. The Operations Specialist is a key member of the team and will ensure a sound operations infrastructure is in place to best support the administrative processes of a growing, and evolving unit.

ESSENTIAL FUNCTIONS:
With minimal supervision, the incumbent works independently and under general direction, yet collaboratively with team members, exercising considerable judgment to effectively carry out the following responsibilities:

- Academic Operations & Program Coordination Oversight
  - In consultation with the Manager of IPP, provide lead direction in planning and administrating operational work flow processes in the unit and set priorities for logistical support/coordination functions
  - Demonstrates creativity and innovation in the development and implementation of new operational approaches that address complex operational concerns
  - Accountable for evaluating, analyzing and recommending operational and procedural improvements in an effort to establish a strong infrastructure for coordination of a broad range of international program offerings and activities ranging from professional development to student inbound and outbound programs
  - Oversees and provides lead direction support including but not limited to: course set up, registration, room scheduling, instructor assignments and contracts, class observations, event planning and implementation, transportation, accommodations, field trips, travel, health insurance, visa documents, D-11s, etc.
  - Serves as a lead to program support staff on operational and logistical coordination; may involve input to performance evaluations
  - Serves as a point of contact/team liaison with other UEE/IPGE units in regards to operational and administrative procedures including but not limited to: Academic Operations & Support Services (AO&SS), Budget & Finance, International Student Services & Scholars (ISS), UEE HR, Communications, and IT
  - Accountable for Implementation and compliance of specialized policies and procedures
  - Oversees unit operations including but not limited to: expense tracking and preparation of financial reports, p-card reconciliation, data and information management, and basic office procedures
  - Provides operational updates and related training to IPP team members as needed
Attends relevant operational & procedural meetings/trainings to ensure IPP unit is up to date and in compliance with administrative protocol

- **Database Management, Data Analysis & Reporting**
  - Identifies and implements efficient CRM to support core organizational functions and business processes; provides training to the team as needed
  - Provides data reporting and analysis for the unit including but not limited to: importing data from various databases and then importing/links to various Excel reports; running financial reports
  - Monitors and identifies discrepancies in data – correcting errors as needed

- **Webpage & Social Media Support**
  - Serves as a lead in updating web pages and/or coordinating social media efforts and/or webinars as needed

- **Other Duties as Assigned**

**MINIMUM QUALIFICATIONS:**
- Minimum of three years related operations administration
- Thorough knowledge and skill in standard office procedures and practices
- Close attention to detail, accuracy, strong organizational and critical thinking skills and the ability to function in a fast-paced team environment with frequent interruptions is required.
- Flexibility and the ability to adapt to change and handle multiple priorities
- The ability to apply independent judgment and exercise discretion in performing work
- Must have the ability to effectively handle interpersonal interactions at all levels with strong communication skills both oral and written
- Knowledge and proficiency of a full range of office support technology and systems including: one or more word processing and spreadsheet packages; use of a mainframe computer and on-line systems to enter data and generate reports; and maintenance of desktop databases.
- A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position with the ASC. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current ASC employees who apply for the position.

**PREFERRED QUALIFICATIONS**
- Five years of progressively responsible experience providing operational support to programs and/or projects in a higher educational environment.
- Ability and skills to manage and work ahead of deadlines; to work with precise attention to detail, accuracy and focus on quality; to anticipate and analyze operational and procedural problems; to develop, recommend and evaluation proposed solutions.
- Excellent writing skills including the ability to write reports and operational procedures
- Familiarity with CRMs
- Ability to work successfully as a member of a team and independently
- Comprehensive knowledge of the CSUF infrastructure, policies and procedures is preferred

**EDUCATION:**
Bachelor’s Degree from an accredited college or University.

**PHYSICAL DEMANDS:**
Prolonged sitting in front of computer. Walking, talking, hearing, pulling, bending, may carry 10-15 pounds of objects/material, not exposed to extreme noise level, use hands to finger, handle, or feel, reach with hands or arms, stoop, kneel, taste or smell.
APPLICATION PROCEDURE:
To be considered an applicant; you must apply through our online applicant portal found on the following site: [http://asc1app.fullerton.edu/Finance/applicant/public/default.aspx](http://asc1app.fullerton.edu/Finance/applicant/public/default.aspx)

If you are a qualified individual with a disability or a disabled veteran, you have the right to request an accommodation if you are unable or limited in your ability to use or access our career center as a result of your disability. To request an accommodation, contact a Human Resources Representative at ascemployment@fullerton.edu.

CSU Fullerton Auxiliary Services Corporation is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex including sexual orientation and gender identity, national origin, disability, protected Veteran Status, or any other characteristic protected by applicable federal, state, or local law.