Cardinal Commitment Coordinator
(Student Services Officer 1)

Stanford University’s Haas Center for Public Service serves as the hub of Cardinal Service, a campus-wide initiative to make service a distinctive feature of a Stanford education. The Haas Center inspires and prepares students to create a more just and sustainable world through service, scholarship, and community partnerships. Guided by the Center’s Principles of Ethical and Effective Service, students engage in local, national, and global service across diverse pathways—community engaged learning and research, community organizing and activism, direct service, philanthropy, policy and governance, and social entrepreneurship and corporate social responsibility.

Cardinal Service focuses on four dimensions that have proven transformative in the lives of students: a full-time, quarter-long service experience (Cardinal Quarter); community engaged learning classes (Cardinal Courses); sustained service engagement (Cardinal Commitment); and support to integrate service into any career and pursue work in the public interest (Cardinal Careers).

To Apply
For full consideration, submit your application by July 9, 2018 at http://stanfordcareers.stanford.edu, job number 79455.

JOB PURPOSE:
Cardinal Commitment programs engage Stanford students in making and sustaining a significant service commitment through a program or organization. The Cardinal Commitment Coordinator is primarily responsible for supporting core administrative functions of the Cardinal Commitment program, assisting the Cardinal Commitment Program Director and advising student public service organizations.

CORE DUTIES*:
- Advise student public service organizations
- Conduct workshops and trainings for the student public service organizations, with a focus on training in the Principles of Ethical and Effective Service
- Promote Cardinal Commitment and Cardinal Service campus-wide in partnership with the Haas Outreach and Engagement team
- May maintain the Cardinal Commitment web pages and online application platform
- Develop marketing materials and strategies for program activities and outreach functions. Assist in planning and developing webinars, education fairs and other external functions.
- Collaborate with staff, faculty and other offices to resolve programmatic issues (such as strategizing to ensure optimal enrollment).
- Provide advice to students on a range of issues, including, but not limited to, public service activities, academic progress, academic program policies, career plans, accessibility, community standards, etc., to guide them in making appropriate choices and decisions.
- Apprise students of research, fellowship and scholarship opportunities. Participate in related student recruitment and selection.
- Provide first line response to identify students in crisis and refer to appropriate resources, as needed.
• Support collection and analysis of data from multiple sources including student feedback, surveys, trend reports, and data analytics. Prepare and summarize reports and make recommendations to enhance offerings, such as programs and courses and to influence current processes and policies.
• Develop, analyze, influence and review, policies, processes and programs by incorporating feedback and trend data learned from first-line interactions with students. Provide input to manager and team on policy updates and provide recommendation for implementation of changes.
• Identify trends, perform needs analysis, and participate in the implementation and testing of new technology.
• May provide oversight with the administration of financial processes such as financial reimbursements, data entry, reviewing terms and conditions regarding contracts, understanding vendor requirements, and following up and resolving issues.
* - Note: Not all unique aspects of the position is included. Other duties may also be assigned.

MINIMUM REQUIREMENTS:
Education & Experience:
Bachelor’s degree
One year of work experience preferred but not required

Knowledge, Skills and Abilities:
• Strong written and verbal communication skills.
• Basic computer skills, including experience with Microsoft Office Suite.
• Basic analysis and problem solving skills.
• Customer service skills.
• Relevant computer systems/technology experience.
• Ability to learn and understand compliance with legal, financial, and university policies and external regulations.

PHYSICAL REQUIREMENTS*:
• Frequently sit, perform desk-based computer tasks.
• Occasionally stand, walk, twist, use fine manipulation, grasp, use a telephone, write by hand, sort and file paperwork, lift, carry, push, and pull objects that weigh up to 10 pounds.
* - Consistent with its obligations under the law, the University will provide reasonable accommodation to any employee with a disability who requires accommodation to perform the essential functions of the job.

WORK STANDARDS:
• Interpersonal Skills: Demonstrates the ability to work well with Stanford colleagues and clients and with external organizations.
• Promote Culture of Safety: Demonstrates commitment to personal responsibility and value for safety; communicates safety concerns; uses and promotes safe behaviors based on training and lessons learned.
Subject to and expected to comply with all applicable University policies and procedures, including but not limited to the personnel policies and other policies found in the University’s Administrative Guide, http://adminguide.stanford.edu.

About Stanford University:

Stanford University, located in the heart of California’s Silicon Valley, is one of the world’s leading teaching and research universities. Since its opening in 1891, Stanford has been dedicated to finding solutions to big challenges and to preparing students for leadership in a complex world.

Supporting that mission is a staff of more than 10,000, which is rooted in a culture of excellence and values innovation, collaboration, and life-long learning. To foster the talents and aspirations of our staff, Stanford offers career development programs, competitive pay that reflects market trends and benefits that increase financial stability and promote healthy, fulfilling lives. An award-winning employer, Stanford offers an exceptional setting for professionals looking to advance their careers.

*Stanford University is an equal employment opportunity and affirmative action employer and is committed to recruiting and hiring qualified women, minorities, protected veterans and individuals with disabilities.*

The Cardinal Service Coordinator is fixed-term 10-month, at 100% FTE beginning early August, 2018 and ending June 28, 2019. Evening hours as necessary.

Finalist candidate must successfully pass a pre-employment background check.