Business Title: Cardinal Quarter Coordinator
Job Title: Student Services Officer 1
Division/School: Vice Provost for Student Affairs
Job Code: 7501
Salary Level: F
Schedule: Fulltime (100% FTE)
Appointment Duration: Fixed term (September 2018 – June 2019)

For full consideration, submit your application by 5 pm on June 27, 2018.

Note: Not all unique aspects of the job are covered by this job description

Do you have a passion for public service, teamwork, and supporting undergraduate students of diverse backgrounds and experiences? The Cardinal Quarter Coordinator position at the Haas Center for Public Service, a unit of the Division of Student Affairs, may be the right opportunity for you!

The Haas Center for Public Service is proud to be part of Student Affairs, which advances student development and learning, fosters community engagement, promotes diversity, inclusion and respect, and empowers students to thrive.

JOB PURPOSE:

Cardinal Quarter is an opportunity for Stanford undergraduates to participate in a full-time, quarter-long (8+ week) public service experience designed to integrate their academic learning with field-based experience. Students can choose prearranged placements or self-designed opportunities in domestic or international settings. Nearly 500 opportunities are offered each year through more than 30 campus partners involved in the Cardinal Quarter initiative.

The Cardinal Quarter team at the Haas Center for Public Service supports undergraduate students in navigating all available opportunities, provides a stipend to participants, offers pre-field preparatory programming and cohort activities, organizes advising sessions with faculty members, and facilitates reflection activities during and after the service experience.

Responsible for making recommendations and resolving first level decisions on issues regarding admission, student life, advising, and career counseling using defined policies and practices and professional knowledge. Provide advice to students on a range of issues to guide them in making appropriate choices and decisions.

CORE DUTIES*:

- Assist, review and administer student records by analyzing data, counseling students and providing recommendations that require interpretation and influence decisions.
  - Support Cardinal Quarter advertising, recruitment, selection, orientation, and pre-field training. Process applications, schedule and assist with interviews and training sessions.
- Develop recommendations and collaborate with staff, faculty and other offices to resolve programmatic issues within the school and across functional units, (such as strategizing to ensure optimal enrollment).
• Provide advice to students on a range of issues, including, but not limited to, internship searches, public service engagement, professional development, etc., to guide them in making appropriate choices and decisions.
  ▪ Promote Cardinal Quarter and Cardinal Service programs and opportunities to departments, centers, and student groups; tabling or presenting at summer opportunity-related events across campus.
• 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.
• Collect and analyze 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.
  ▪ Track student involvement and completion of program components and following up as needed.
• Develop, analyze, influence and review, policies, processes and programs by incorporating feedback and trend data learned from first-line interactions with students. Advise 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.
• Contribute to the development of marketing materials and strategies for program activities and outreach functions. Assist in planning and developing events, recruitment fairs and other external functions.
  ▪ Maintain the Cardinal Quarter website, online resources, application platform, and outreach materials.
  ▪ Outreach to and communicate with prospective and identified community partners.
• May provide oversight with the administration of financial processes such as financial reimbursements, data entry, and following up and resolving issues.

* - Other duties may also be assigned

**Education & Experience:**
Bachelor’s degree and two years of relevant experience, or combination of education and relevant experience.

**Knowledge, Skills and Abilities:**
• Strong written and verbal communication skills.
• Strong organizational skills, with meticulous attention to detail and follow through.
• Proficiency with Microsoft Office Suite, especially Excel.
• Basic analysis and problem-solving skills.
• Customer service skills.
• Understanding of financial transactions.
• Ability to learn and understand compliance with legal, financial, and university policies and external regulations.
• Ability to work well both independently and as part of a team.

**Certifications and Licenses:**
None

**PREFERRED QUALIFICATIONS:**
• Demonstrated commitment to public service.
• Willingness to work some evening and weekend hours.
• Demonstrated ability to work effectively with college students and young adults of diverse backgrounds and experiences.
• Ability to manage time effectively and handle multiple assignments and activities under pressure with frequent interruptions.
• Ability to communicate effectively with various stakeholders in a higher education environment (e.g., faculty, staff, students) as well as with representatives of community partner organizations.
• Ability to update websites and to manage cloud-based file sharing, database management software.

**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 rarely 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 his or her job.**

**WORKING CONDITIONS:**
None

**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](http://adminguide.stanford.edu).

Applicants must submit a cover letter and resume with their application.

**Commitment to Diversity:**

The Haas Center for Public Service resides within the Student Affairs organization at Stanford University. Student Affairs furthers the university's mission of engaging students who are from diverse backgrounds with diverse experiences; cultivating ethical leaders, influencers and critical thinkers; and
promoting responsible and engaged citizens, who work to make a positive impact in their community, wherever they reside. Through sustained reflection about the complexity of the world and their role in it, students increase their cultural competency and empathy for others.

The Haas Center for Public Service:

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.

**Experience a culture of excellence.**

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 is an equal opportunity employer and all qualified applicants will receive consideration without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status, or any other characteristic protected by law.*

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