



CAREER OPPORTUNITY

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Position Information

Posting Date: January 10, 2008
Working Title: Graduate Program Manager
Reporting Unit: Undergraduate and Graduate Admissions Unit
Requisition Number: 13268
Hiring Range: Up to 60,000 Annually
Excellent Benefits Package: [Management Personnel Plan\(MPP\) Benefits Summary](#)
First Screening Date: January 31,2008
Applications received after the first screening date will be considered at the discretion of the University.
Position Classification: Classified within the Management Personnel Plan

About the Position

The Graduate Program Manger assists and works under the Director of Undergraduate and Graduate Admissions and in collaboration with the Associate Vice President for Graduate Studies and Research to lead, analyze, plan and implement the full spectrum of admission operations, academic and administrative requirements from prospect through graduation.

The Graduate Program Manager provides leadership and collaboration with the graduate advisors and coordinators, departments and administrators for long-term and strategic planning of graduate activities. This incumbent works closely and collaboratively with other Enrollment and Academic Services units as well as with campus and community constituents. Must work within the applicable policies established by appropriate federal, state, systems, campus entities and in a PeopleSoft environment.

Additional duties include but are not limited to:

- Manage and provide leadership of graduate personnel and processes of the operational function of admissions through candidacy and graduation evaluation to meet programmatic goals and student/university service needs.
- Coordinate with other constituents to organize work flow and activities to ensure a seamless operation.
- Develop, implement and manage strategic goals to enhance customer service with students, faculty, administrators and staff. Assesses, formulates, and evaluates the impact of recommended and implemented policies from a strategic and operational perspective for graduate programs and projects.
- Directly supervises staff

Qualifications

A Bachelors degree, preferably in behavioral sciences, business administration or a job related field required. Four years of professional student services work experience which includes advising and problem resolution are required. Knowledge of public administration principles, university infrastructure, practices, and methods preferred. Master's degree in a job-related field is preferred and may be substituted for one year of professional experience.

Knowledge, skills, and abilities needed for this position are:

- Working knowledge of Enrollment Services & Graduate Admission/Evaluation policies and procedures, including student information systems.
- Knowledge of organizational structure, workflow and operating procedures.
- Knowledge of CSU graduate and undergraduate admissions standards.
- Knowledge of student recruitment and retention issues.
- Ability to plan, develop and implement marketing strategies and programs.

- Ability to work with mathematical concepts such as probability and statistical inference, to apply concepts such as fractions, percentages, ratios, and proportions.
- Strong working knowledge of software systems such as: word processing, spreadsheets and database management.
- Strong oral communication. Must possess excellent customer services and public relation skills.

Required Application Material

- Résumé
- Letter of interest
- SJSU Employment Application: [PDF version](#) [MS Word version](#)

Note to Applicant

Evidence of degree(s) or certification(s) may be required at time of hire. Every applicant who reaches the final level of interviews will be required to submit their fingerprints to the Livescan Prints Service through the University's Police Department. SJSU will pay all costs associated with this procedure.

Equal Opportunity Statement

SJSU is an Equal Opportunity/Affirmative Action employer committed to nondiscrimination on the basis of race, color, religion, national origin, sex, sexual orientation, gender status, marital status, pregnancy, age, disability, or covered veteran's status consistent with applicable federal and state laws. Reasonable accommodations will be provided for applicants with disabilities who self disclose.

For the [SJSU Annual Safety Report](http://www.sjsu.edu/safetyreport) (www.sjsu.edu/safetyreport)

Contact Information

[Human Resources](http://www.sjsu.edu/hr) (www.sjsu.edu/hr)

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University Shared Values

Learning

Valuing education and promoting life-long learning.

Student and Employee Success

Placing our highest priority on academic success and personal growth.

Excellence

Setting the highest standards in all we do.

Integrity

Being honest, fair and accountable for our actions.

Diversity

Respecting diversity and recognizing the strength this factor brings to our community.

Community

Valuing collaborative relationships.