What is the JDQ?
The Job Description Questionnaire (JDQ) is a critical document that identifies and describes the major duties, essential functions and minimum qualifications of a position. In addition, the Job Description provides general employment information such as title, organizational structure, and funding sources. The JDQ is used to establish market comparators and benchmarks, set compensation, create job announcements, post vacancies, communicate expectations, and set performance standards.

Who Completes the JDQ?
Completion of this form should be a joint effort by both the incumbent and the supervisor. However, the supervisor is responsible for the final content and accuracy of the job information provided. If the JDQ is being completed for a new or vacant position, the supervisor and/or department head should complete the JDQ. Due to the electronic format of this document, all Job Descriptions need to be reviewed/authorized by the Dean/Director prior to routing to the Appointing Authority (President, Provost and Vice Presidents) and Human Resources.

Nondiscrimination
Boise State University does not discriminate against an individual with a disability in regard to job application procedures, the hiring or discharge of employees, employee compensation, advancement, job training, and other terms, conditions, and privileges of employment.

Organizational Charts:
A current organization chart depicting this position and its reporting relationship to other positions in the department, section, or unit must be attached to this JDQ.

This Job Description Questionnaire allows for the addition of an Organization Chart using Microsoft Word’s “Drawing” feature (http://office.microsoft.com/en-us/help/HA011588171033.aspx ). If you have previously developed an organizational chart in an alternative electronic format, please feel free to attach the alternate chart as an attachment when submitting the Job Description Questionnaire (see “Electronic Distribution” below).

Electronic Distribution:
The Job Description Questionnaire may be saved under a new name in your personal file structure for future reference. When the JDQ has been completed and approved by your supervisor/manager, a copy of the completed JDQ should be emailed to your JDQ Coordinator in your Vice President’s office. Be sure to include “JDQ and the PCN (Position Control Number)” in the subject line.

Certification
It is the responsibility of the employee, supervisor, and Appointing Authority (President, Provost and Vice Presidents) to ensure that the information contained within is an accurate representation of the job duties and responsibilities assigned to this position. By checking the approval area below, you are certifying that to the best of your knowledge, the information contained in this document accurately reflects the duties and responsibilities of this position.*
Check the Appropriate Box Below to Certify Approval or Disapproval:

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Employee (unless a new or vacant position)
Supervisor
Manager
Dean/Director
Appointing Authority (or designee – optional)

*(It is the responsibility of University management to assign and delegate work.)*
BOISE STATE UNIVERSITY
PROFESSIONAL STAFF JOB DESCRIPTION (JDQ)
For Professional Staff Positions

**Position Control Number:**

**Date Completed:** 12/17/07

**Mail Stop:** 1006

**Department:** Service-Learning

**Position Title:** Student Engagement Coordinator

**Employee Name:** Jillana Finnegan

**Supervisor Name & Title:** Kara Brascia, Service-Learning Director

**Work Location:** 1130 Vermont Ave

**Account Code(s) and % Distribution:** 936L101008, 100%

**FLSA Code:**

- ( ) E – Executive
- ( ) A – Administrative
- ( ) P – Professional
- ( ) C – Covered

**HRS Use Only**

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If grant funded, provide the following information:

- Funding Source:
- Duration of the grant:
- Likelihood of renewal:
- Purpose of grant:

### 1. JOB DESCRIPTION PURPOSE:

( x ) Professional Staff Classification/Compensation Review (PSSAP)

( ) New Position

( ) Change in Position’s Functions - Classification/Compensation Review Needed

( ) Update Job Description – Classification/Compensation Review Not Needed

**A. How has this position changed since the last job description was prepared:**

(Indicate N/A for a new position or if position hasn’t changed).

n/a

**B. Indicate why changes occurred:**

If new duties have been added to or transferred from an existing position, report whom, if anyone, had previously been performing these functions

### 2. PURPOSE OF THE JOB:

This position will coordinate support for students in Service-Learning (SL) classes. Demand for SL exceeds the capacity of current staff; the Student Engagement Coordinator will build capacity by expanding the Student Assistant Program, implementing educational outreach, and building more community-work study opportunities.

### 3. MAJOR RESPONSIBILITIES AND JOB DUTIES
1. Coordinate and expand the SL “Student Assistant Program” % 35 E
2. Provide direct (classroom-based) support to SL students % 20 E
3. Develop & coordinate all marketing and outreach for and/or about SL students % 20 E
4. Coordinate the Community-Work Study and Americorps Scholarship Program % 15 E
5. Assess students’ SL experience using observation, surveys, focus groups, & site visits %10 E

4. BUDGETARY RESPONSIBILITY:

1) Position’s Budgetary Responsibility:
The Student Engagement Coordinator will be responsible for approximately $6,000 in student salaries, $35,000 in Community-Work Study awards, and $27,000 in Americorps Scholarships. The Coordinator will also be responsible for an operating expenses of approximately $5,000.

   Department’s Total Operating Budget: $161,328

2) Position’s Personnel Responsibility (Also report in Question D):
   Direct Reports: 3-6 Student Assistants
   Indirect Reports: 15 Community-Work Study students (hires, tracks, and evaluates, but does not supervise)
   Department’s Total FTE: 1.5 FTE to 3.5 FTE equivalent of student part-time staff

5. SUPERVISION:
Is this position responsible for the supervision of other positions?
( X ) Yes (  ) No

A. If Yes, Describe Responsibilities:
Hiring, completing performance evaluations, scheduling, making work assignments, training.

B. Please List Employee(s) Supervised:
Abel Grimaldo---- Student---- 15hr/week
Kat Bowen------ Student------10hr/week

6. ORGANIZATIONAL RELATIONSHIPS:
INTERNAL: The Coordinator would directly support up to ten faculty each semester and would be in weekly contact with them. In addition, the Coordinator would have frequent contact with BSU professional and classified staff in Student Activities, Reservations Office, Academic Technologies, News Services, the Career Center, and the Office of Financial Aid.

EXTERNAL: The Coordinator would have monthly contact with fifteen community agencies who employ the Community Work-Study Students, as well as monthly contact with the Americorps grantor in Washington.

7. DECISION MAKING:
Describe the most difficult decisions this job requires an incumbent to make, impact of decision(s), the consequence of error, extent to which these decision(s) is reviewed, and what problems are taken to your supervisor for final decision.
- On a daily basis the Coordinator would decide how to address complex issues generated within the student-agency-faculty triangle. An example is when students complain about their experience at a community agency. When this happens the Coordinator must draw out the facts, roles, responsibilities, expectations, and communication breakdown, and then propose a solution to all three parties as well as to the other SL staff who work with those agencies and faculty. Error or misjudgment could damage the students’ inclination toward civic involvement, turn off the faculty to Service-Learning, and/or harm BSU’s reputation with community agencies.

- The Coordinator would also decide who to hire as student assistants, as well as how closely to supervise and track them. A poor decision could impact large groups of students, as well as the entire SL staff team.
- The Coordinator would decide how much money to contract from the Office of Financial Aid and from the Americorps program for the Community Work Study Program. Asking for too much then not delivering services may jeopardize future funding.

- The Coordinator would decide how to market the SL Program. Interpersonal planning errors could turn off faculty to SL as well as jeopardize the reputation of SL among other BSU programs.

8. OTHER ADDITIONAL INFORMATION/REQUESTS:
   Many Service-Learning Programs of comparable size have positions similar to this one. When Service-Learning Programs reach a critical stage of growth, attention to students may decrease, often directly impacting the quality of the Service-Learning experience. BSU recently approved a fee increase to insure adequate levels of students support as well as expanded SL opportunities for students. This position is critical to achieving these ends.

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**SUPERVISOR’S SECTION**

1. **EDUCATIONAL LEVEL:**
   Indicate the minimum education level required to perform the responsibilities of this position at the entry level (consider and report Minimum Qualifications as though the position were vacant). A BA or equivalent is the minimal educational level for Professional Staff positions.

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2. **EXPERIENCE:**
   Indicate the minimum experience level required to perform the responsibilities of this position at the entry level.

   - Experience in similar type of work: ( 2 ) years
   - Experience in same type of work: ( 0 ) years

3. **SKILLS / KNOWLEDGE:**
   Describe the minimum skills and specialized job knowledge that are required to perform the responsibilities of this position at the entry level. Examples: knowledge of government regulations, product and marketing knowledge, specialized process knowledge, problem solving skills, customer knowledge, computer literacy, etc.

   1) Experience with service-learning, community service, or other forms of experiential education
   2) Knowledge of or experience with student development in higher education
   3) Program development experience
   4) Supervisory skills
   5) Excellent communication skills, including conflict resolution and public speaking
   6) Commitment to fostering a sense of civic responsibility in higher education students

**A. PREFERRED EDUCATION AND EXPERIENCE:**
Masters with a focus on student development or educational field with 2 years experience in service-learning.

B. SPECIFIC EQUIPMENT OR SKILLS REQUIRED:
Requires use/operation of the following computer software: Basic MS Office Suite

C. LICENSURE OR CERTIFICATION REQUIREMENTS:
N/a

4. ORGANIZATIONAL CHART:

5. PHYSICAL DEMANDS:
If physical demands for the position exceed those described below, list and describe those additional physical demands

General Office - Exerting up to 10 pounds of force occasionally (Occasionally: activity or condition exists up to 1/3 of the time) and/or a negligible amount of force frequently (Frequently: activity or condition exists from 1/3 to 2/3 of the time) to lift, carry, push, pull, or otherwise move objects, including the human body. General office work involves sitting most of the time, but may involve walking or standing for brief periods of time.