Under the direction of the Kinesiology & Public Health Department Chair, this position provides administrative support for the KPH department in regards to handling student-related issues, and providing general administrative support for the faculty, Department Chair, and staff. This position has primary responsibility for answering phones and assisting department visitors, supports student success by providing procedural knowledge, direction and support to Cal Poly students in matters pertaining to the Department and University. The full range of work activities include, but are not limited to: processing mail, maintaining files and records, scheduling and arranging appointments, providing budget support, processing of documents and records, gathering data, preparing standard reports, and interacting with and solving problems for department visitors and staff. Incumbent may also provide work coordination and/or lead work direction to student assistants.

High school diploma or its equivalent. Type 45 wpm. Four years of general office support or technical experience. (Training at a vocational school or full-time college education may be substituted for two years of the required experience on the basis of one year of college education for 6 months of experience)
Required Qualifications:

1. Communicate clearly and efficiently by telephone, in person, and by e-mail.
2. Ability to work and maintain a professional and welcoming demeanor in an environment of constant deadlines and interruptions from phone calls or office visitors. Exercise a positive, friendly, and professional customer service approach at all times.
3. Use independent judgment to determine the priority of incoming work and balance responsibilities accordingly.
4. Ability to initiate, establish, and foster communication and teamwork by maintaining a positive, cooperative, productive work atmosphere. Maintain effective working relationships within a diverse population and with those from various cultural backgrounds.
5. Use tact and diplomacy to effectively handle a broad range of high level and sensitive interpersonal situations and to respond appropriately to conflicts and problems.
6. Working knowledge of standard office software packages, email, and electronic calendaring systems. Ability to independently learn and use various applications such as, Microsoft Office Suite, Google Docs, Canva, Drupal, One Drive, PeopleSoft, Polydata Dashboard, Office365, MyCalPoly Portal, and Microsoft Office. Ability to instruct faculty and students in the use of these applications. Ability to adapt and learn with changing technology.
7. Excellent communication skills; ability to effectively communicate information in a clear and understandable manner, both verbally and in writing. Thorough knowledge of English grammar, spelling and punctuation.
8. Ability to interpret, communicate and apply policies and procedures.
9. Demonstrated ability to maintain a high degree of confidentiality and professionalism.
10. Excellent organizational and time management skills. Ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.

Preferred Qualifications:

- Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.
- Demonstrated experience calendaring and assisting with schedule management in support of a supervisor and department.
- Demonstrated experience using tact, courtesy and diplomacy to screen visitors, calls, and emails and route or direct to others as appropriate.
- Demonstrated experience coordinating and troubleshooting arrangements for bringing off campus visitors to campus, such as, parking, directions to campus, escorting guests to locations, catering, etc.
- Familiarity or willingness to learn about research, especially research related to health.

Special Conditions:

- Ability to work and maintain a professional demeanor in a noisy environment with constant interruptions from phone calls and people walking in.
- Working with a computer keyboard to enter and retrieve information.
- Must be willing to travel and attend training programs off-site for occasional professional development.
- Must be able to work overtime, occasional holidays, and adjust working hours to meet special jobs. May be called back periodically to perform work as needed on an emergency basis.
- Ability to transmit materials to other departments within the college and around campus such as paperwork and signage.
- The person holding this position is considered a ‘mandated reporter’ under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.
- Must be able to successfully pass a pre-employment background/fingerprint check.
- This position classification has been defined as non-exempt and is subject to overtime provisions of the Fair Labor Standards Act (FLSA).

License / Certification:

Possession of a valid driver’s license and automobile (or ability to obtain by date of hire) necessary to operate department golf cart when needed.

Mandated Reporter:

Limited - The person holding this position is considered a limited mandated reporter under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083, revised July 21, 2017.

NCAA:

☐ Yes ☐ No

Conflict of Interest:

None

Supervises Employees:

☐ Yes ☐ No

Job Duties
### JOB DUTIES

<table>
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<tr>
<th>% of time</th>
<th>Duties / Responsibilities</th>
<th>Essential / Marginal</th>
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| 90        | - Serve as first point of contact for visitors to the department. Independently handle requests and matters brought to the office by students, faculty, staff and visitors and deal efficiently with problems and concerns. Provide information to students regarding university policies and procedures, forms, department policy, course information, and other concerns. Direct students to appropriate campus resources.  
- Answer main department phone line, and prepare responses to emails directed to the department email accounts.  
- Devise ways to operate the department office more efficiently and to improve and expand the services provided for faculty and students.  
- Monitor KPH Request Form, route requests, track status of requests and follow-up as necessary.  
- Produce, update and edit promotional materials such as website, social media, weekly emails, signage, forms, newsletter, flyers, etc.  
- Update and maintain various department lists.  
- Assist faculty in preparing classroom materials such as syllabi, exams, and hand-outs.  
- Assist in tasks related to planning, setup and hosting department events and functions.  
- Assist with University Accounting forms, track and reconcile invoicing with accounting reports for office supplies vendor and other vendors, collect/track and forward budget transaction requests.  
- Collect, process, archive and/or route forms for approval/signature related to reimbursements, personnel, programs, research, curriculum and advising, etc.  
- Assist in organizing and tracking completion of safety training for students.  
- Prepare, collect/distribute, organize, and track completion of Release of Liability forms and student volunteer paperwork.  
- Monitor timelines for student payroll; prepare documents for hiring student employees and ensure Student Assistants (SA) and Instructional Student Assistants (ISA) payroll requirements and deadlines are met. Interpret policy and guidelines regarding ISA and SA classification and ensure qualifications are met.  
- Maintain up to date room/laboratory/conference room schedule & calendars. Schedule appointments for shared spaces in KPH building.  
- Run and format reports for the faculty, department Administrative Support Coordinators and the Department Chair.  
- Prepare documents such as quarterly calendars, laboratory and room schedules, office hours and faculty schedules. Communicate effectively with faculty and staff to ensure awareness of schedules and calendar.  
- Assist department faculty, staff and students with operation of office equipment. Call for technical support as needed, and order supplies when required.  
- Serve as department contact for faculty office, classroom, and department facilities; notify Facilities Management regarding maintenance or security as needed.  
- Maintain faculty workroom, mailroom, office supplies and orders, bulletin boards, display cases and conference rooms, and distribute department mail.  
- Maintain calendar and schedule appointments for the Department Chair. Provide calendar and scheduling support to faculty when requested.  
- Serve as the KPH Change of Major Coordinator.  
- Make changes to the Class Climate Department Selection page in PeopleSoft by the specified deadline.  
- Distribute permission numbers. | Essential |
| 10        | - Perform other job-related duties and special projects as assigned.  
- Provide administrative support to other departments within the college.  
- Attend training and maintain skill currency as appropriate to safely and effectively complete assignments. | Marginal |
 USERS AND APPROVALS

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