POSITION DESCRIPTION

Department: Academic Personnel
Classification Title: Administrative Analyst/Specialist – Exempt I
Working Title: Academic Employment Analyst
FLSA Status: ☒ Exempt
Incumbent:

Position Summary
Under the general direction of the Director of Academic Personnel, the Academic Employment Analyst works closely with the HRIS team, the Lead Visa and Personnel Analyst, and other Academic Personnel (AP) staff in providing technical and policy compliance review and oversight of both paper and electronic workflow processes to support the appointment and employment functions for academic positions and employees.

This position is responsible for the technical review for all Unit 3 and Unit 11 appointments to ensure accuracy and compliance with the Chancellor’s Office Technical Letters and directives, State Controller’s Office (SCO) requirements, collective bargaining contract provisions and other negotiated agreements. The incumbent is required to understand and interpret the provisions of all employment related directives, policies, contracts and agreements. This position provides functional support of the HRIS system (PeopleSoft) data entry for academic employees by building strong relationships with college partners to collaborate and coordinate workflows and provide consultation and training. The incumbent is required to understand and troubleshoot various systems, databases, and electronic workflow applications, such as PIMS, CIRS, PeopleSoft HCM (Human Resources and Student Administration), Perceptive Content document imaging, Temp Fac Electronic Appointment Workflow, and to utilize business intelligence query tools (Answers) with the PolyData warehouse to perform reporting, and audits to ensure data integrity.

Duties and Responsibilities
The following examples illustrate typical work activities and are not meant to be all inclusive or restrictive:

Essential Job Functions

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1. Perform technical and policy compliance review of all Unit 3 faculty and Unit 11 appointment documentation for academic year and summer appointments and ensure all conditions and pre-employment requirements are met.

2. Work closely with college personnel analysts and other college partners to approve academic appointments and evaluate appointments to ensure adherence with applicable University policies and collective bargaining agreements.

3. Lead individual and planned group training efforts for AP staff, college analysts, department chairs and heads and college administrative support staff to increase expertise and understanding of appointment policies and processes, improve efficiency, reduce errors, and ensure timely processing.

4. Provide guidance and oversight to anticipate and address the unique needs of Counseling Services, Library Services, and Intercollegiate Athletics regarding appointments of counselors, librarians, and coaches.

5. Conduct reviews to troubleshoot appointment discrepancies and analyze data problems between various systems. Conduct detailed audits of all data entry to identify errors and
discrepancies, perform clean-up as needed and resolve occasional occurrences of incorrect payments. Bring any unresolved issues to attention of supervisor and/or the HRIS team for correction.

6. Develop and update business process guides for internal use and end-users. Communicate policies, requirements, and any changes in business processes regularly with College Personnel Analysts and Department Coordinators and consult with department chairs, Associate Deans.

7. Serve as Employment Specialist for Unit 11 (Teaching Associate and Graduate Assistant) appointment processes, eligibility, reporting and audits. Develop and implement procedures, guidelines, and appointment forms in response to changes in terms of Unit 11 CBA. Work closely with supervisor, departments and Payroll Services to facilitate solutions to issues with Unit 11 employment. Communicate processes to departments and colleges.

8. Provide documentation support for compensation actions including general salary increases, service salary increases, lecturer range elevation actions, other contractual employment requirements, and salary or employment actions resulting from grievance or arbitration settlements. Support data cleansing efforts and requirements in preparation for HRIS upgrades.


Related Job Functions

As Needed 10%

1. Perform other job-related duties and special projects as assigned
2. Maintain currency in the knowledge and skills necessary to facilitate industry-leading solutions
3. Attend training programs for continued professional development

Required Education, Experience, and Credentials

Education and Experience:
Equivalent to graduation from a four-year college or university. Three years of technical or administrative experience. A graduate degree in a related field may be substituted for one year of the required experience. Additional qualifying experience may be substituted for the required education on a year-for-year basis.

Licenses, Certificates, Credentials: N/A

Required Skills, Knowledge, and Abilities

1. Ability to be self-directed and to independently research and propose resolutions to complex organizational problems, projects, and goals, with appropriate consultation and within prescribed timelines
2. Excellent communication and persuasion skills; ability to effectively communicate information in a clear and understandable manner, both verbally and in writing.
3. Demonstrated ability to write clear and concise communications, e.g. business process guides, policy documents
4. Ability to interpret, communicate and apply policies and procedures and use independent judgment for unique complex situations
5. Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
6. Familiarity with lean business process development concepts and philosophy, project management concepts, imaging and document archiving concepts, and electronic workflow development concepts.
7. Working knowledge of or ability to quickly learn University infrastructure, policies and procedures.
8. Thorough working knowledge of systems related to human resources such as HRIS and payroll systems.
9. Demonstrated customer service experience requiring a very high level of diplomacy, professionalism, discretion, and confidentiality
10. Ability to use tact, diplomacy and discretion to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.

11. Ability to initiate, establish, and foster communication and collaboration by maintaining a positive, cooperative, productive work atmosphere with colleagues with the ability to establish and maintain effective working relationships within a diverse population and with those from various cultural backgrounds.

12. Excellent computer skills and proficiency with a variety of computer applications including word-processing, spreadsheets, HRIS and applicant tracking system databases, enterprise workflow applications, electronic calendaring and email.

13. Demonstrated understanding and appreciation of relationships and inter-dependencies between multiple systems, databases, and interfaces.

14. Keen interest in and promotion of continual improvement of business processes, and dedication to success of process improvement initiatives.

15. Demonstrated leadership abilities required to facilitate effective training, foster trust among colleagues, and a positive team approach.

Preferred Skills and Experience

- Demonstrated skills in higher education environment utilizing a customer-oriented and service-centered attitude
- Demonstrated proficiency with PeopleSoft HCM
- Knowledge of and ability to use imaging software and applicant tracking systems
- Demonstrated success functioning in a complex union environment
- Leadership capacity to successfully supervise staff in performance of academic appointment processing
- Experience in processing H1-B visas, including an understanding of USCIS policies and regulations.

Special Conditions

- 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.
- 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 "Exempt" and is not subject to the overtime provisions of the Fair Labor Standards Act (FLSA).

INCUMBENT: I have read this position description and understand its contents.

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SUPERVISOR: I certify that all statements on this form are complete and accurate.

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DEPARTMENT HEAD: I certify that all statements on this form are complete and accurate.

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