(PD-967) Administrative Support Coordinator, Student Support, Success & Retention

**POSITION INFORMATION**

- **Internal Team:** SL-Dean of Students-142000
- **Job Code/Employee Classification:** Admin Support Coord 11/12
  
  - **Job Code:** 1034

- **MPP Job Code:**

- **Position Number:** Admin Support Coord 11/12
  
  - **Position No:** SL-00010368

- **CSU Working Title:** Administrative Support Coordinator, Student Support, Success & Retention

- **Reports To:** Assoc DOS Stdtnt Sprt Sccs & Rt

- **Campus:** San Luis Obispo

- **Division:** Student Affairs

- **College/Program:** Dean of Students

- **Department:** Dean of Students - 142000

- **FLSA Status:** Non-Exempt

**SENSITIVE POSITION**

- **Sensitive Position:** Yes

- **Job Summary/Basic Function:** The Dean of Students Office provides programs and support services to students, including: Student Support, Success & Retention, Cross Cultural Centers, Clubs and Club Sports, Fraternity & Sorority Life, Center for Service in Action and AmeriCorps, Office of Student Rights and Responsibilities, Center for Military Connected Students and Leadership & Service. The primary purpose of the Dean of Students Office is to serve as a resource for helping students resolve university-related issues and concerns in support of student individual/academic success. The Dean of Students Office is committed to supporting the academic success of students by fostering the development of integrity and problem solving skills, teaching self-advocacy and personal responsibility; and helping students understand the fundamental principles of good citizenship and responsible leadership.

  Incumbents in the position play an essential role in coordinating a wide range of activities and projects in a busy office and supporting the Associate and Assistant Deans of Students for Student Success, Support, and Retention in carrying out the department's goal. Responsibilities include communication and implementation of policies and procedures, data entry and tracking related to Student Support, Success, and Retention projects and budgets, event coordination, and other functions as needed. The incumbent in this position will be confident, organized and efficient, as well as resourceful problem solver who enjoys learning new things on a regular basis.

- **Minimum Qualifications:** Completion of a high school program, technical/vocational program, or their equivalents. Several years of related office work experience.
Required Qualifications:

Excellent organizational skills. Ability to independently anticipate and prioritize tasks and projects through the use of initiative.

Ability to troubleshoot most office administration problems and respond to all inquiries and requests related to work area.

Skill in collection and evaluation of data to develop valid conclusions and recommendations; including, compile information in concise manner for meetings and/or reports.

Ability to perform standard arithmetic functions of a transactional nature, including tracking and comparing data.

General working knowledge of, or ability to quickly learn, applicable university infrastructure, policies, and procedures.

Thorough knowledge of office methods, procedures, and practices.

Ability to apply independent judgment, discretion, and initiative to address problems and develop practical, thorough and, at times, creative solutions.

Ability to learn, interpret independently, and apply a variety of complex policies and procedures.

Ability to identify deviations from applicable policies.

Demonstrated customer service experience requiring a very high level of diplomacy and professionalism.

Ability to use tact and diplomacy to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.

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

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

Ability to interpret, communicate and apply policies and procedures.

Demonstrated ability to maintain a high degree of confidentiality.

Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.

Excellent computer skills and proficiency with a variety of computer applications including word-processing, spreadsheets, databases, on-line systems, Internet as well as online calendaring and email.

A background check (which may include: fingerprinting, checks of employment records, education records, criminal records, civil records, motor vehicle records, professional licenses, and sex offender registries, as position requires) must be completed satisfactorily before any candidate can begin employment with the CSU.

Preferred Qualifications:

Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.

Experience with PeopleSoft, Excel, Outlook, Office 365, Polydata Dashboards, Business Object Enterprise (BOE).
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 non-exempt and is subject to overtime provisions of the Fair Labor Standards Act (FLSA).

This position is paid under the 11/12 pay plan, where salary for 11 months is distributed over 12 months with July off (with pay, benefits, and vacation/sick leave accrual continuing through July).

License / Certification:

N/A

Mandated Reporter:*

General - The person holding this position is considered a general 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

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<tr>
<th>% of time</th>
<th>Duties / Responsibilities</th>
<th>Essential / Marginal</th>
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### Coordinate day-to-day activities for the Dean of Students, Student Support, Success, and Retention including staff and departmental calendaring and scheduling, including room reservations.

### Support with administrative budget processes.

### Screen office visitors, referring individuals as appropriate.

### Ensure continuous coverage for the office to allow for optimal response to walk-in visitors and callers, both within and outside the University.

### Screen phone calls for the management staff; take messages and/or refer callers to University departments and/or personnel as appropriate; research matters when necessary to respond to inquiries.

### Maintain case files for the Dean of Students, ensuring records and files are maintained and kept up-to-date.

### Compose correspondence and other documentation which may be highly confidential in nature.

### Arrange travel plans, including scheduling, processing reimbursements, and completing travel claims forms.

### Assist with staff presentations made within, and outside the University community.

### Assist with reporting, tracking and assessment including generating reports, creating templates, and maintaining documents.

### Provide support for special events, meetings, retreats, etc., securing facilities, scheduling technical needs and equipment, and catering needs; and preparing materials and documentation associated with respective events/meetings/retreats.

### Design and maintain databases and data archives related to Basic Needs Initiatives.

### Oversee and ensure accurate documentation and filing and ensuring confidentiality.

### Perform other job-related duties and special projects as assigned

### Attend training and maintain skill currency as appropriate to safely and effectively complete assignments

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### USERS AND APPROVALS

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