CALIFORNIA STATE UNIVERSITY FRESNO
Position Description Form

Employee Name:               Fresno State ID #:
Classification:  Administrative Support Assistant II Working Title: Admin Support Assistant II
Prepared By (MPP/Chair): Linda Brase Department: Human Resources
Bargaining Unit: R07 FLSA Status: N/E Date Prepared: 11/2022

POSITION DESCRIPTION

Overview:

The incumbent performs a variety of routine to moderately complex clerical support to the Human Resources and Payroll management/staff. The incumbent must be familiar with the basic workflow of the benefits, employment, recruitment, classification, compensation, and Payroll processes, and other HR functions.

The incumbent interacts with a variety to campus and community constituents including: working with students, faculty, and staff to assist them or resolve problems; networking to build campus relationships to coordinate work and projects in an accurate and efficient manner. The incumbent serves as a primary contact and/or resource to the public and university constituents.

The incumbent performs administrative duties in support of work unit operations and coordinates work activities including: setting up and maintaining office procedures related to multiple Human Resources and Payroll functions; developing documents involving the use of software features such as spreadsheets, charts, tables and graphics; performing administrative duties and project work and coordination related to programs, policies, and procedures.

Day to day work is performed independently and under general direction with minimal supervision. Work is supervised in terms of overall accomplishments. Incumbents are expected to set their own priorities. Assignments are varied requiring the use of judgment and discretion in interpreting and applying university, system-wide, and department policies and procedures.

Position Summary:

Program Support (50%)

Coordination of the clerical and administrative support functions for multiple payroll and HR programs

- Provide administrative support for Employment Program
  o Prepare recruitment folders, open job announcements, update eRecruit fields (e.g. add the hiring team)
  o Prepare vacancy announcement for use by third parties and CSU Careers
  o Coordinate posting of no cost advertisements (e.g. CSU Careers, EDD, and other websites), and prepare rating sheets for Analyst, Generalist and HR Managers
  o Send various correspondence to applicants via email
- Prepare a variety of transactional letters and coordinate collection of signatures, enclousures, and distribution
- Maintain spreadsheets necessary to track pending items, fee waiver participants, and department budget expenditures
- Generate routine and custom letters from technical documents
- Assist eRecruit kiosk customers as needed
- Arrange and coordinate appointments for physical and psychological tests as needed for specialized recruitments
- Ensure files are properly labeled, maintained and purged according to CSU system-wide policy
- Maintain applicants flow and vacancy list for Athletic Corporation and Coach search onto various spreadsheet
• Prepare offer letter for Athletic Corporation new hires
• Provide administrative support for the Employee/Dependent Fee Waiver Program
  o Collect Employee/Dependent Fee Waiver applications
  o Verify employees Job Data on PeopleSoft
  o Update spread sheet for the current semester
  o Prepare and mail related tax notification letters based on established templates
• Provide administrative support for the Benefits Program
  o Assist Benefits office during open enrollment i.e. collecting enrollment forms, check forms if filled out correctly, and make sure documents required are attached if required
  o Manage Benefit Manager's calendar of appointments (retirement, benefits and leaves)
  o Contact employees (management, faculty, or staff) to sign original health benefit documents to formalize benefit change
  o Assist Benefits with their mass mailing by merging employee's data base and letter
• Provide administrative support to the Payroll office
  o Assist Students, Faculty and Staff with inquiry about Payroll and verification etc
  o Answer FAQ for Payroll Department when needed
  o Screen incoming customers and direct to Payroll, Benefits or other related offices
  o Sort incoming contractions and employment transactions from Academic Personnel and distribute to corresponding Pay Tech
  o Assist employees and students with the distribution of their W2's or requests for duplicate W2
  o Assist Payroll with unemployment insurance claim (EDD) by verifying employee's job data

Public Contact and General Clerical Duties (45%)
• Sort, process and distribute mail to appropriate HR/Payroll staff
• Answer primary phone lines and greet walk-in customers in a professional and courteous manner
• Daily monitoring of hr@csufresno.edu mail box and forward or respond to messages accordingly
• Provide first line customer assistance for routine issues and forward more complex customer inquiries to the appropriate party within Human Resources and Payroll
• Log receipt of incoming mail and documents and distribute them to the appropriate staff member for review and action
• Prepare staff, management, and faculty requests for parking permits by verifying eligibility and preparing the appropriate authorization form
• Generate routine and custom letters based on review of technical documents
• File a variety of personnel forms and records as needed
• Compile students class schedule and prepare students work schedule for the semester
• Maintain and compile vacancy announcements
• Assist with the process of student new hire paperwork, as needed (I-9, EAR form, Disclosure, etc.)
• Stock and maintain HR Jobs Board and display area
• Responsible for disposing old and outdated files as needed

Ancillary Duties (5%)
• Train Student Assistants in office procedures and clerical support, process documents, and compliance with university policies and procedures
• Maintain the confidentiality of all records accessed, reflected in signing the Data Confidentiality Agreement
• Provide backup administrative support to the AVP for Human Resources, Benefits Manager, and ER/LR & Compliance managers
• Undertake simple event planning involving Human Resources constituencies
• Undertake other related duties as assigned

Secondary Duties of the job include:
• Regular attendance during specific work hours
• Maintain good working relationships with co-workers
• Prioritize workload as appropriate and remain flexible in adapting to changing priorities
• Provide back-up to other clerical staff within Human Resources
**Supervisor and supervisory responsibilities:**

- Who Supervises this Position: Linda Brase
- Who is Responsible for completing the Performance Appraisal: Linda Brase
- What other classifications does this position supervise: Student Assistants

**Knowledge, Skills and Abilities:**

- General working knowledge of applicable university infrastructure, policies, and procedures
- Thorough knowledge of office methods, procedures, and practices
- Thorough knowledge of English grammar, punctuation, and spelling
- Fluency in using standard office software packages
- Active problem solving and effective interpersonal skills

**Ability to:**

- Learn, interpret independently, and apply a variety of complex policies and procedures
- Identify deviations from applicable policies
- Apply independent judgment, discretion, and initiative to address problems and develop practical, thorough and, at times, creative solutions
- Perform standard arithmetic functions of a transactional nature, including tracking and comparing data
- Effectively present standard information in writing
- Understand, interpret, and communicate procedures, policies, information, ideas, and instructions

**Preferred Skills:**

- Associate’s degree from an accredited college
- Knowledge of Peoplesoft Human Resources software
- Working knowledge of multiple HR functions and processes

**Education and Experience:**

- Completion of a high school program or its equivalent
- Two years of recent experience in an office environment
Position Description – Working Environment
Check the appropriate box for each of the following items, which most accurately describes the extent of the specific activity, performed by this employee on a daily basis.

Employee Name: 
Department: Human Resources
Date Prepared: 11/2022

**PHYSICAL EFFORT**

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<th>Number of hours/day</th>
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<th>3-4</th>
<th>5-6</th>
<th>7+</th>
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<td>6. Climbing</td>
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<td>9. Kneeling</td>
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<td>10. Balancing</td>
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<td>11. Pushing or pulling</td>
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12. Lifting or carrying
- A. 10 lbs or less
- B. 11 to 25 lbs
- C. 26 to 50 lbs
- D. 51 to 75 lbs
- E. 76 to 100 lbs
- F. Over 100 lbs

13. Repetitive use of hands/arms
14. Repetitive use of legs
15. Eye/hand coordination

Yes No
- X
- X
- X

**MENTAL EFFORT**

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<td>2. Writing</td>
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<td>3. Using math/calculation</td>
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<td>5. Working at various tempos</td>
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<td>6. Concentrating amid distractions</td>
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<td>9. Making decisions</td>
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<td>11. Examining/observing details</td>
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<td>12. Discriminating colors</td>
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1. Inside
2. Outside
3. Humid
4. Hazards
5. High places
6. Hot
7. Cold
8. Dry
9. Wet
10. Change of temp
11. Dirty
12. Dusty
13. Odors
14. Noisy
15. Working w/others
16. Working around others
17. Working alone

**ENVIRONMENTAL FACTORS**

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<th>Number of hours/day</th>
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