# CSM Floater Administrative Support Assistant

## POSITION INFORMATION

<table>
<thead>
<tr>
<th>Type of Action Requested:*</th>
<th>Replacement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internal Team:*</td>
<td>SL-CSM-College of Science &amp; Math-117500</td>
</tr>
<tr>
<td>Job Code/Employee Classification:*</td>
<td>Admin Support Assistant 12 Mo Job Code: 1032</td>
</tr>
</tbody>
</table>

### Classification Title:
Administrative Support Assistant II

### MPP Job Code:

### Position Number:
Admin Support Assistant 12 Mo Position no: SL-00011413

### CSU Working Title:* CSM Floater Administrative Support Assistant

### Salary Range/Grade:
1032-ASSISTANT II-Grade-2
- Minimum: $ 2,705.00
- Maximum: $ 4,592.00
- Pay Frequency:

### Reports To:
Assoc Dean CSM

### Campus:* San Luis Obispo

### Division:* Academic Affairs-Provost

### College/Program:* CSM-College of Science & Math

### Department:* CSM-College of Science & Math - 117500

### FLSA Status:* Non-Exempt

## SENSITIVE POSITION

| Sensitive Position: | ☐ Yes  ☑ No |

### Job Summary/Basic Function:*
Intermittent, on-call administrative support for departments and centers in the College of Science and Mathematics.

### Minimum Qualifications:*
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. Demonstrated customer service experience requiring a very high level of diplomacy and professionalism.
2. Ability to apply independent judgement, discretion, and initiative to address problems and develop practical, through and, at time, creative solutions.
3. Ability to learn, interpret independently, and apply a variety of complex policies and procedures. Able to identify deviations from applicable policies.
4. 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.
5. Ability to perform standard arithmetic functions of a transaction nature, including tracking and comparing data.
6. 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.
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.
10. Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
11. Excellent computer skills and proficiency with a variety of computer applications including word-processing, spreadsheets, databases, on-line systems, Internet, online calendaring and email.
12. General working knowledge of or ability to quickly learn University infrastructure, policies and procedures.

Preferred Qualifications:

- Demonstrated skill in using Microsoft Word and Excel.
- Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.
- Must be willing to travel and attend training programs 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 Revised July 21, 2017 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:

- 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
- Conflict of Interest:* None
- Supervises Employees:* Yes

Job Duties

<table>
<thead>
<tr>
<th>Duties / Responsibilities</th>
<th>Essential / Marginal</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
General Administrative Support

Administrative and Clerical Assistance for Chairs, Directors, Deans and Managers
• Provide administrative assistance, organizational and calendaring support as needed; schedule and calendar meetings and appointments for individuals and committees; prepare requested materials for meetings
• Type and proofread documents and generate standard correspondence and documents
• Provide assistance with special projects
• Visitor Hosting - Coordinate guest visits; arrange for parking, meals, etc.
• Assist with department or college events
• Communicate with other campus offices as liaison for manager, conveying information and taking action as directed

Respond to direct inquiries and requests from Faculty:
• Clerical support including document preparation and duplication
• Schedule rooms and facilities
• Assist with processes and procedures of department, college, and university
• Assist with obtaining keys and supplies
• Facilitate textbook orders
• Delivery and routing

General Office Responsibilities
• Receive, sort, screen and distribute mail to appropriate personnel, or handle independently or in consultation with appropriate staff/manager
• Order and maintain office equipment and supplies
• Troubleshoot equipment issues and/or communicate with repair personnel
• Oversight of conference rooms and various resources, handling permissions and requests
• Create and/or maintain Sympa email distribution lists
• Update and disseminate rosters, committee information and various lists
• Copy/Scan documentation/forms; Log and/or save e-copy; Route originals and copies to appropriate personnel
• Delivery and routing
• Update calendars for conference rooms, tutor rooms, classrooms, etc.
• Update documents, lists, bulletin boards, building signage, mailboxes and calendars
• Order office supplies, names plates, name badges and other supplies
• Assist with ordering specified items
• Assist with planning and support for small events such as department or committee meetings, lunches and seminars, arranging accommodations, obtaining and setting up food and beverages; removal of food and supplies post event
• Maintain, clean and organize common areas, supply cabinets, storage closets, break rooms, conference rooms and common areas.

Assist with tasks associated with faculty and staff recruitments, which may include:
• Proof and submit on-line advertisements
• Schedule meetings, interviews and assist with candidate travel arrangements
• Set up rooms and conference phone, Zoom interviews and meetings
• Create lists of applicants, printing applications for search committees
• Communicate information to search committee chairs, search committee & candidates
• Hosting candidates—order and set up food/dinks for meetings with candidates

Budget Assistance
• Assist with reconciling and processing p-card statements
• Assist with preparation of reimbursement forms and documentation
• Assist with processing and auditing of student payroll and tracking cost
• Budget documentation—scan or file hard copies as directed

Student Related Responsibilities
• Respond to routine requests and problems from students regarding forms and procedures for various actions (i.e. adding/dropping classes, late registration, course substitutions, course conflicts, course/university withdrawals, etc.). Process paperwork in accordance with appropriate college and university deadlines, policies and procedures.
• Review forms for completeness, including appropriate signatures; follow up with students if additional information or documentation is needed.
• Generate and distribute permission numbers; Add/Drop; By Arrangement; Withdrawals
• Scan, route and track all forms as instructed; save digital files.
• Receive student, parent, campus and general public phone calls and take appropriate action or forward as necessary.
• Assist with scheduling student appointments
Send mailings or coordinate with off-campus mail house.
Generate certificates, labels, and other documents as instructed
Direct Student Assistants (when applicable)
Assist and direct students regarding student payroll information and responsibilities; collect timesheets and hold for processing or process per instruction

Perform other job-related duties and special projects as assigned.
Maintain currency in knowledge and skills necessary to facilitate solutions.

SELECTION CRITERIA

There are no items to show

POSTING DETAILS

Advertising Summary: The College of Science and Mathematics (CSM) is looking to hire support staff to provide intermittent administrative support and clerical assistance for affiliated departments and centers in the college. Assignments will include, but are not limited to: reception, student matters, events, facilities, day-to-day clerical and administrative support for faculty, administrators and staff, and special project support.

Advertisement text:*
Education and Experience

High school diploma or its equivalent. Type 45 wpm. Three (3) years of general office support 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.)

Salary:

Anticipated Hiring Range: $2,705 - $3,400 ($15.00/hour - $19.62/hour)

Classification Range: $2,705 - $4,592

Cal Poly

Known for its Learn by Doing pedagogy, Cal Poly is the flagship of the world-renowned California State University system. Annually recognized as one of the top public universities in the nation, Cal Poly continues to offer an academic curriculum based on learned experience gained through real-world practice. Located in San Luis Obispo, Cal Poly is nestled comfortably among the coastal foothills, minutes from the Pacific Ocean and equidistant to the Bay Area and Los Angeles.

Cal Poly offers a best-in-class benefits program, including health, dental and vision insurance, retirement participation in the Public Employees’ Retirement System, and educational benefits for eligible employees. See our benefits website for additional information.

Diversity Statement

At Cal Poly, we believe that cultivating an environment that embraces and promotes diversity is fundamental to the success of our students, our employees and our community. Bringing people together from different backgrounds, experiences and value systems fosters the innovative and creative thinking that exemplifies Cal Poly’s values of free inquiry, cultural and intellectual diversity, mutual respect, civic engagement, and social and environmental responsibility.

Cal Poly’s commitment to diversity informs our efforts in recruitment, hiring and retention. California Poly is an affirmative action/equal opportunity employer.

Supplemental Information

Following a conditional offer of employment, a background check (including a criminal records check) must be completed satisfactorily before any candidate may start work with Cal Poly. Failure to satisfactorily complete the background check may result in the withdrawal of the offer of employment. Current employees who are offered positions on campus will be required to undergo a background check for any position where a background check is required by law or that Cal Poly has designated as sensitive.

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.

This position may be "Designated" under California State University’s Conflict of Interest Code. This would require the filing of a Statement of Economic Interest on an annual basis and the completion of training within 6 months of assuming office and every 2 years thereafter.

Cal Poly, San Luis Obispo is not a sponsoring agency for staff positions (i.e. H1-B visas).

USERS AND APPROVALS

Justification for Position: For all positions, please summarize the following points for budget and senior leader review. Please note, this information is required; and requests will be returned if not completed:

Business Need: What operational or strategic goals will this role support? What are the consequences of not filling it?

Impact on Operations: What are the anticipated benefits to business operations (i.e. enable greater customer service focus, decrease backlog, serve students more efficiently, etc.)?

Anticipated Cost: What is the overall cost for the role (include base salary range + average benefit cost, advertising, relocation, and hiring bonus, (if applicable)?

Budget Analysis: How is this position to be funded? If funded from current departmental operating funds, please indicate if department has sufficient budget to support the hire.

Additional information for new MPPs:

What duties require the use of an MPP job code?

Please attach an organizational chart in the Documents tab above.

Hiring Administrator:* Sharon Arnold
<table>
<thead>
<tr>
<th>Approval process:*</th>
<th>SL - Staff - Replacement PD - No Edits</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Appropriate Administrator:</td>
<td>Sharon Arnold ✔ Approved Feb 19, 2020</td>
</tr>
<tr>
<td>2. A&amp;F Human Resources:</td>
<td>Jordan McKim ✔ Approved Feb 25, 2020</td>
</tr>
</tbody>
</table>

**HR/Faculty Affairs Representative:** Jordan McKim