POSITION INFORMATION

Internal Team:* SL-CH&W-Counseling Services-141200
Job Code/Employee Classification:* Admin Support Assistant 12 Mo

MPP Job Code:
Position Number: Admin Support Assistant 12 Mo

CSU Working Title:* Administrative Support Assistant II - Counseling Services
Reports To: Dir of Counseling Services
Campus:* San Luis Obispo
Division:* Student Affairs
College/Program:* Campus Health & Wellbeing
Department:* CH&W-Counseling Services - 141200
FLSA Status:* Non-Exempt

SENSITIVE POSITION

Sensitive Position: ☐ Yes ☐ No

Job Summary/Basic Function:* This position maintains the computerized client scheduling system, serves as the front line contact for clients, interacts with Health Services scheduling system for shared clients, serves as liaison between support staff and professional staff, provides information for management decisions regarding office procedures, staffing, supply and equipment needs, and establishing priorities for work flow.

This position will also provide administrative support for the Director of Counseling Services and department professional staff by composing memos and other correspondence, scheduling meetings for staff, collecting data for Quality Improvement studies, and taking meeting minutes. The incumbent will maintain files and records by setting up the Department’s general and historical files, and confidential client data in accordance with institutional guidelines, facilitation requests for release of client information, including subpoenas with clinical staff/Director of Counseling Services’ guidance, and maintaining policy/procedure and resource manuals.

Minimum Qualifications:* High school diploma or its equivalent. Two years of general office support experience. Education may be substituted for up to two years of the required experience on a year-for-year basis.

(PD-867) Administrative Support Assistant II - Counseling Services
PD No.:PD-867

1/8/2020, 1:53 PM
**Required Qualifications:**

Thorough knowledge of office methods, procedures, and practices.

Demonstrated positive, friendly and professional customer service approach at all times on the telephone and in person.

Ability to remain professional and respond appropriately in crisis situations.

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

Ability to address the needs of clients and direct them to the appropriate staff member.

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.

Ability to interpret, communicate and apply policies and procedures.

Demonstrated ability to ethically handle and maintain confidential information.

Ability to effectively multi-task and handle detailed procedures while professionally accommodating a fast-paced work environment with frequent interruptions.

Ability to perform detailed-oriented work and assist with complex work schedules with a high degree of accuracy and efficiency.

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

Working knowledge of standard office software including word processing, spreadsheets, and electronic calendaring and electronic mail.

Knowledge of standard office practices and equipment, e.g., photocopier, fax, scanner, and shredder. Ability to use and manage a multiple-line telephone system.

Ability to maintain and scan high-volume quantity of files quickly and accurately.

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.

**Preferred Qualifications:**

Associate’s degree or its equivalent.

Significant customer service experience over the phone and/or in person, requiring a very high level of diplomacy and professionalism.

Experience working in a confidential setting.

Knowledge of office protocol in clinical setting (i.e., medical or counseling office).

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

Knowledge of database applications.
Special Conditions:

Must be able to maintain staff/client confidentiality and deal with individuals who are difficult, angry and under extreme emotional stress in a professional and courteous manner.

Must be able to work in an area where there is exposure to sick and injured public.

Must be able to respond quickly to persons needing immediate attention.

Must be able to successfully pass a pre-employment background/fingerprint check.

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.

This position classification has been defined as non-exempt and is subject to overtime provisions of the Fair Labor Standards Act (FLSA).

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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<tbody>
<tr>
<td>90</td>
<td>Maintain computerized client scheduling system and serve as front line contact for clients. Interaction with Health Services scheduling system for shared clients.</td>
<td>Essential</td>
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<td>Serve as liaison between reception staff and professional staff and provide information for management decisions regarding office procedures, staffing, supply and equipment needs.</td>
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<td>Maintain client/staff scheduling, interacting with Health Services on scheduling requests for shared clients, as well as proactively anticipate and address changing needs of Counseling Services.</td>
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<td>Compose memos and other correspondence.</td>
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<td>Schedule meetings for staff.</td>
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<td>Collect data for Quality Improvement studies.</td>
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<td>Review absence requests for accuracy.</td>
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<td>Set up and maintain department’s general and historical files, and confidential client data in accordance with institutional guidelines.</td>
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<td>With guidance from clinical staff/Director of Counseling Services, facilitate requests for release of client information, including subpoenas.</td>
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<td>Submit facility services requests for maintenance and repair.</td>
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<td>Maintain policy and procedure manual and resource manuals.</td>
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<td>Provide professional customer service coverage for front desk and telephone reception.</td>
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<td>Screen, assess, and schedule appointments based on patient’s immediate clinical/counseling need according to departmental policies.</td>
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<td>Coordinate patient needs with clinical availability, remaining flexible as needed; check in patients; communicate effectively with patients, clinicians, and other front desk workers, including receiving and following instructions.</td>
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<td>Type letters, memos, handouts, minutes, reports, forms.</td>
<td>Marginal</td>
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<td>Prepare databased reports for the Director of Counseling Services.</td>
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<td>File, scan, photocopy, fax, and shred records.</td>
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<td>Perform other job-related duties and special projects as assigned.</td>
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<td>Attend training and maintain skill currency as appropriate to safely and effectively complete assignments.</td>
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