(PD-961) Administrative Assistant II

POSITION INFORMATION

Internal Team:* SL-CLA-Political Science-108400

Job Code/Employee Classification:* Admin Support Assistant 12 Mo

Job No: 1032

MPP Job Code:

Position Number: Admin Support Assistant 11/12

Position no: SL-00008999

CSU Working Title:* Administrative Assistant II

Reports To: Instr Fac AY

Campus:* San Luis Obispo

Division:* Academic Affairs-Provost

College/Program:* CLA-College of Liberal Arts

Department:* CLA-Political Science - 108400

FLSA Status:* Non-Exempt

SENSITIVE POSITION

Sensitive Position: Yes

Job Summary/Basic Function:* Under the general supervision of the department chair, with lead work supervision provided by the ASC II, this position provides general clerical support for the department chair and faculty and is responsible for providing information and support for administration, faculty, students, parents, and the general public regarding department programs. The position serves as the initial primary contact for the department, greeting and providing assistance to faculty, students and guests with general information and referrals to appropriate individuals and offices. In addition, this position prepares, proofs, edits and disseminates department correspondence, serves as department website coordinator as well as assisting with student tracking.

Minimum Qualifications:* High school diploma or its equivalent. Three 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.)
Required Qualifications:

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

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 perform standard arithmetic functions of a transactional nature, including tracking and comparing data, purchasing and ordering.

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 effectively proofread, edit and draft original correspondence.

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

Working knowledge of or ability to quickly learn University infrastructure, policies and procedures.

Ability to perform moderate to complex clerical assignments using sound judgment and discretion. Ability to perform most or all work assignments in an independent manner.

Ability to operate proficiently and troubleshoot issues with standard office equipment such as copy machines, multi-line telephone systems, fax machines, scantron machines, printers and computers.

Bachelor's degree preferred.

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

Experience with Microsoft Office Suite; i.e. Word, Excel, PowerPoint.

Experience with Adobe Creative Suite; i.e. Acrobat, InDesign.

Experience with campus specific applications including PeopleSoft, PolyData Dashboards, Business Objects Enterprise (BOE), Cal Poly Jobs, Student Payroll System, Office 365 Calendar and E-mail.

Comprehensive knowledge of appropriate university/college/dept. and/or federal/state policies and procedures.

Preferred Qualifications:
Special Conditions:

Must have ability to safely move and unload boxes of supplies/files and place them in the storage areas. Job may require occasional lifting and/or moving of office supplies and paper (up to 25 lbs.).

Must be willing to travel and attend training programs off-site for occasional professional development.

Must be able to work occasional overtime 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).

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

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

License / Certification:

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:

Conflict of Interest:

Supervises Employees:

Yes  No

Job Duties

JOB DUTIES

% of time  Duties / Responsibilities  Essential / Marginal
DEPARTMENT SUPPORT/ADMINISTRATION:

Act as a receptionist and primary contact for the department, greeting and providing assistance to faculty, students and guests with general information; answer, screen and forward phone calls; check and respond to department email; make referrals as appropriate. Serve as a first point of contact for media calls to the department regarding current news events (e.g., election results). Determine best possible source of information and facilitate connection with the appropriate person or office.

Prepare, proof, edit and disseminate department correspondence, newsletters and announcement, donor letters, and other documents, on-line and print, as requested, including weekly announcements. Compile and update schedules for finals, office hours, faculty rosters and instructors' schedules. Coordinate mail services and process and distribute mail daily. Prepare papers and manuscripts for mailing and initiate appropriate paper work for UPS, Priority Mail or Fed Ex and Campus Mail. Purge dated materials in accordance with university and college policy.

Maintain inventory and order office supplies. Assist with the use of office equipment, maintain office machines in good working order and call for service when needed.

Assist in faculty recruitment, guest speaker support, department events, and other special projects by preparing and organizing files and handouts; making reservations for hotels, lunches and dinners; and assisting with day-of needs. Request Sponsored Guest parking passes for guest speakers/visitors. Obtain and receive information from University Scheduling regarding room requests.

Serve as departmental website coordinator, including providing regular updates to curriculum, faculty, publication and internship information.

Serve as departmental telephone administrator.

INSTRUCTIONAL/FACULTY SUPPORT:

Using independent judgment and providing careful attention to detail, coordinate and execute the preparation of a variety of course materials. Facilitate the preparation and coordination of exam materials for the Disability Resource Center. Maintain and organize confidential department files of course materials for faculty.

Provide administrative support for processing a variety of student information, including tracking and processing student paperwork and transfer applications; updating and mailing new student advisement letters and prospective and accommodated student letters.

Retrieve student information from Poly Dashboards and check enrollments for the chair and faculty as requested.

Prepare and process student evaluation materials.

Act as liaison between faculty and Dean's office where faculty response is required for participation in some event, such as commencement ceremonies.

STUDENT SUPPORT:

Answer general questions for students and refer to an Academic Advisor when appropriate.

Facilitate use and security of proper forms; obtain signatures as necessary; monitor forms for completeness and accuracy before forwarding.

Update, log and track student-related forms, email lists, and files, including grade change forms, advisor lists, change of major, minors, internships APDQ, Dean's List, Purge inactive files and maintain currency. Track seniors and verify completion of senior project.

Prepare academic probation paperwork for students, including AP contracts. Track Administrative Probation, including quarterly checks of POLS courses and answer general questions regarding enrollment in POLS courses. Prepare Dean's list certificates for mailing to students.

Assist with commencement, alumni board meetings, special events, etc., including catering orders, facilities requests, and preparation of hospitality forms, programs and publications as needed. Track student ticketing and fee collection for student events, including spring dinner,
Provide support for student clubs and Instructionally Related Activities: POLS Club, Pi Sigma Alpha, Mock Trial, Model UN, and Undergraduate Law Association.

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<td>Attend informational workshops sponsored by CLA, Office of the Registrar and other campus offices pertaining to new policies and procedures.</td>
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<td>Request and coordinate maintenance and repairs from Facility Services.</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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<td>Perform other job-related duties and special projects as assigned.</td>
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