A. Position Data

Incumbent: Recruitment/Vacant
EmplID: _____________ Date: _____________

Working Title: Administrative Support Coordinator
Work Direction Given By: COB AA/S (Lead)

Department: College of Business Dean's Office
Reports To Title: COB Dean (Appropriate Administrator)

Division: Academic Affairs
College (if applicable): College of Business

Reason: ☑ Vacant Position ☐ Classification Review / In Range Progression ☐ Revision ☐ Performance Evaluation ☐ New Hire

Is this a new position? No

Classification Title: Administrative Support Coordinator I
Job Code: __1035__

Position Number: 00000640
Level/Range/Grade: 1

FLSA Code: ☐ Exempt ☑ Non-Exempt

Time Base: .75 Check box if Intermittent ☐

Pay Plan: ☐ 10/12 month ☐ 11/12 month ☑ 12/12 month

CBU/MOU: R07-Clerical/Administrative CSUEU

B. POSITION PURPOSE

Working independently under general supervision, provide administrative clerical support to the College of Business (COB) College Office. Incumbent performs a full range of work activities including supporting COB faculty and staff in clerical tasks, monitoring and reconciling budgets, maintaining files and records, gathering data, and interacting with and solving problems for students, work unit customers and staff. This position also oversees daily dean’s office operations and provides exceptional customer service to students, visitors, donors, faculty, and the campus community at large. Day-to-day work is performed independently under general supervision. Work is supervised in terms of overall accomplishments.

SPECIAL REQUIREMENTS/DESIGNATIONS OF THE POSITION:

This position as set forth in CSU Executive Order 1083, revised July 21, 2017 is not designated as a required mandated reporter under the California Child Abuse and Neglect Reporting Act.

California State University, Chico, in accordance with CSU policy, requires that the successful candidate complete a background check (including a criminal records check, sexual offender registry check, and/or fingerprinting) prior to assuming this position. Failure to satisfactorily complete or pass the background check may impact the job offer or continued employment of current CSU employees who apply for posted positions identified as sensitive. This position is considered a sensitive position based on CSU guidelines. Incumbent is responsible for the safety and security of Level 1 data, sometimes also referred to as Level 1 protected data. This is confidential information that is in most cases protected by statutes, regulations, or other legal mandates.

The duties of this position will include participation in a decision that may have a material/financial benefit to the incumbent. Therefore, this is a “designated position” under the California State University’s Conflict of Interest Code and the incumbent will be required to file a Form 700: Statement of Economic Interest and is subject to the regulations of the Fair Political Practices Commission. (Group/Category: Procurement CardHolder, 2) Note this designation is applicable only if Procurement Card is issued.

C. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

“NOTE: This Position Description is intended to give an overview of the essential job functions, the general supplemental functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties and responsibilities of this position. Other functions consistent with your Classification Standards may be assigned as deemed necessary.”

Does this position include Work Lead Responsibilities? No
**List Functional Category with Responsibilities:**

**ADMINISTRATIVE AND CLERICAL SUPPORT:**
- Serve as primary receptionist and information resource in the College office for students, parents and public regarding the COB; answer the telephone lines, screen and take messages for staff, and route calls to other offices as necessary.
- Provide clerical support to the College of Business College office and 3 Department offices.
- Provide back-up clerical support for approximately 40 full-time and 40 part-time faculty.
- Provide administrative assistance to Campus and Online MBA programs.
- Assist with maintaining security and confidentiality which includes monitoring and recording confidential file access, and personnel filing.
- Materials management, prepare, distribute, track, update and maintain instructions, reports, forms, process guides, files, correspondence, etc.
- Use AdAstra to view room schedules for room reservations.
- Schedule THMA 303 conference rooms when necessary.
- Monitor COB general email account.
- Provide limited assistance for the Communications Specialist by executing minor administrative tasks related to large COB events (e.g., placing orders, helping with room set up).
- Independently interpret policies and procedures to problem solve for a wide range of issues that may arise.
- Serve as Key Operator for office copier in THMA 301.
- Serve as COB Tehama Emergency Floor Coordinator.
- Prepare and distribute Dean’s List letters to students.
- Maintain internal department directories and lists.
- Distribute mail, reports, instructions and other documents.
- Communicate complex policies and procedures to departments, staff, faculty, students and visitors.
- Attend campus meetings and workshops to keep informed of new campus policies and changes, relay information to college administrators, staff, and department employees as necessary.
- Complete miscellaneous errands as required.
- Provides work direction to student employees; includes providing input to selection, training, scheduling and assigning work, and evaluation.
- Other duties as assigned.

**BUDGET AND MISCELLANEOUS RELATED DUTIES:**
- Student Payroll Specialist: Responsible for managing all aspects of student payroll for COB Dean’s office, MBA, ISFA, MGMT and MKTG departments.
  ** Manage all position postings in Handshake**
  ** Coordinate with faculty, staff and Student Employment on posting positions, accessing student applications, and hiring.**
  ** Work with Faculty Affairs, HR/Payroll, and HR/Employment Services for hiring and payroll processes.**
  ** Advise students regarding payroll and employment policies, completion of HR hiring paperwork, and timesheet process**
  ** Responsible for preparing and process all payroll documents for student employees (AAFs, ACFs, SEAs, PT-11s, timesheets).**
  ** Input and approve time in CMS**
  ** Track student hours (current and projected) for budget purposes**
- Responsible for monthly tracking and reconciling COB dean’s office foundation budget including maintaining detailed records and spreadsheets, tracking all expenditures, and reconciling account with OneSolution reports.
- Work with the faculty advisors for the IRA programs to process all budget related paperwork; explain policies and procedures to IRA faculty advisors and student groups for travel; prepare travel documents; work with Risk Management office to ensure proper documents are complete for student travel.
- File budget support documents on Box following Dean’s office procedures.
- Maintain contact with accounting offices on campus to ensure current/correct policy usage.
- Maintain Dean’s Office petty cash.
- Maintain inventory and places orders for office and cleaning supplies.
- Responsible for dean’s office purchasing and travel. Ensures appropriate campus processes are followed determined by type of funds used.
- Preparing and process for dean’s office and department offices.
List Functional Category with Responsibilities:

** Travel documents for faculty and students, Use Concur for processing state travel expenses.
** CSE paperwork for deposits, check requests, purchase requisitions, and travel.
** Student payroll.
** State purchase requisitions, work with vendors to receive quotes and final invoices, ensure items have been received, work with the Procurement office to facilitate best purchasing practices.
** Request and receive quotes for facilities maintenance requests. Check for expense approval and process Charge Authorization Form (CAF) for payment. Follow-up on request to ensure completion of work.

<table>
<thead>
<tr>
<th>% of Time</th>
<th>Priority Weight</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>100%</td>
<td>0</td>
<td>100%</td>
</tr>
</tbody>
</table>

D. GENERAL GUIDELINES AND EXPECTATIONS

1. Represents the University promoting a positive public image.
2. Acknowledges, respects, and values each individual.
3. Applies the highest standard of excellence to the delivery of service to our customers and community.
4. Demonstrates an open, participatory, team-oriented style; working cooperatively toward the achievement of your department’s mission and goals; and demonstrating flexibility and adaptability regarding changes.
5. Keeps commitments. Notifies supervisor if a deadline cannot be met by describing what measures can be taken to correct the situations.
6. Maintains knowledge and skills at a level necessary to perform work.
7. Adheres to established work hours including starting time, and lunch and rest breaks. Provides appropriate planning and notice for all absences.
8. Is fiscally responsible with the organization’s equipment, property and funds.
9. Adheres to the highest level of professionalism by demonstrating honesty, integrity and reliability. Encourages others to act in this professional manner.
10. Demonstrates the ability to effectively establish and maintain cooperative working relationships with a diverse multicultural environment.

Additional Guidelines and Expectations

Replace this text with any additional guidelines and expectations. This box will expand as needed when you tab to next field.

E. QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position requires the ability to effectively establish and maintain cooperative working relationships within a diverse multicultural environment.

1. Demonstrated Knowledge, Skills and Abilities

Must have the knowledge, skills and abilities to perform the responsibilities of this position as stated in the sections for Essential Functions and Responsibilities, Work Lead Responsibilities (if applicable) and General Guidelines and Expectations.

**KNOWLEDGE:**

Incumbent must possess:

Thorough knowledge of:

* Office systems, methods, standard procedures and practices.
* English grammar, punctuation, and spelling.

Fluency in using standard office equipment (computers, copiers, phones) and standard office software packages such as, Microsoft Office (Word, Excel, and Outlook) and ability to use a broad range of technology systems and software.

Working knowledge of:

* Budget policies and procedures.
* Records retention practices and policies.

Knowledge of business mathematics beyond basic arithmetic.

**SKILLS:**

Incumbent must possess:
* Active problem solving and effective interpersonal skills as work often involves frontline contact with a variety of campus and community individuals to perform services and support functions that require a professional demeanor at all times.
* Demonstrated competence in understanding, interpreting, and communicating procedures, policies, information, ideas, and instructions.
* Demonstrated competence in effectively presenting standard information in writing.
* Typing and keyboarding skills.

**ABILITIES:**

Incumbent must have the ability to:

* Independently handle multiple work unit priorities and projects.
* Effectively handle a broad range of diverse interpersonal contacts, including those at a high level and those sensitive in nature.
* Perform standard business math, such as calculate ratios and percentages, track financial data, and make simple projections.
* Draft, compose and appropriately format correspondence and reports.
* Use and quickly learn standard office equipment, a broad range of technology systems and standard computer software packages such as Microsoft Word, Excel, Outlook.
* Clearly communicate orally and in writing.
* Learn, independently interpret, and apply a wide variety of complex policies and procedures, where specific guidelines may not exist.
* Understand and operate in a variety of organizational structures.
* Identify and solve standard problems where policy and procedures are referenced and refer more complex problems to appropriate staff.
* Apply independent judgment, discretion, and initiative to address problems, participate in developing practical, thorough and, at times, creative solutions.
* Respond to routine inquiries and explain standard policies and procedures to others.
* Organize and direct workflow for the smooth and effective operation of the work unit.
* Compile and assemble reports, using judgment and discretion in selecting and analyzing information for inclusion, and effectively present the information.
* Troubleshoot technology problems using knowledge of error messages and of operating systems.
* Perform assigned duties.

---

**2. Education and/or Experience**

This position requires a fully functional knowledge of and skill in standard office procedures and practices, as well as an ability to understand and operate in a variety of organizational structures. These qualifications, and those listed above, would normally be obtained through completion of a high school program, technical/vocational program, or their equivalents combined with three years of related office work experience.

---

**F. PHYSICAL REQUIREMENTS**

The physical requirements described are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Incumbent/applicant will need to be able to perform the essential job functions (duties) of this position with or without reasonable accommodation. This position alternates between remaining in a stationary position operating a personal computer for long periods of time and frequently moving about inside the office. Must be able to travel across campus to other office and buildings for meetings and events. Also refer to the Physical Requirements & Work Environment form regarding this position.

---

**G. WORK ENVIRONMENT**

Position involves frequent to constant interaction with students, faculty, and staff to perform services and support functions. Typical office environment operating standard office equipment. Also refer to the Physical Requirements & Work Environment form regarding this position.
H. PREFERENCES - This section is for recruitment purposes only
   Please indicate what special skills, education or knowledge are preferred.

I. ADDITIONAL RECRUITMENT INFORMATION - This section is for recruitment purposes only

APPROVAL

In Order of Approval

Incumbent: ___________________________ Date: ____________

Appropriate Administrator: ______________ Date: ____________

Vice President (or Designee): ___________ Date: ____________

Classification/Compensation: ______________ Date: ____________