<table>
<thead>
<tr>
<th>POSITION INFORMATION</th>
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<tbody>
<tr>
<td><em>Internal Team:</em> SL-CSM-College of Science &amp; Math-117500</td>
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<tr>
<td><em>Job Code/Employee Classification:</em> Admin Support Assistant 12 Mo</td>
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<tr>
<td>Job No: 1032</td>
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<tr>
<td>MPP Job Code:</td>
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<tr>
<td>Position Number: New Position # Request</td>
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<tr>
<td>Position no: SL-00011032</td>
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<tr>
<td><em>CSU Working Title:</em> Administrative Support Assistant II</td>
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<td>Reports To: Assoc Dean CSM</td>
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<td><em>Campus:</em> San Luis Obispo</td>
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<td><em>Division:</em> Academic Affairs-Provost</td>
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<tr>
<td><em>College/Program:</em> CSM-College of Science &amp; Math</td>
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<tr>
<td><em>Department:</em> CSM-College of Science &amp; Math - 117500</td>
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<tr>
<td><em>FLSA Status:</em> Non-Exempt</td>
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<tr>
<th>SENSITIVE POSITION</th>
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<tr>
<td>Sensitive Position: Yes No</td>
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<tr>
<td><em>Job Summary/Basic Function:</em> Intermittent, on-call administrative support for departments and centers in the College of Science and Mathematics.</td>
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<td><em>Minimum Qualifications:</em> 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)</td>
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**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, thorough, and 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.

**Special Conditions:**

- 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
  - No

- **Conflict of Interest:** None

- **Supervises Employees:**
  - Yes
  - No

**Job Duties**
<table>
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<tr>
<th>% of time</th>
<th>Duties / Responsibilities</th>
<th>Essential / Marginal</th>
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**JOB DUTIES**

Administrative Support Assistant II - PageUp People

https://calstate.dc4.pageuppeople.com/v5.3/provider/manageJobs/editJob...
### 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 planning and support for small events such as department or committee meetings, lunches and seminars, including scheduling venues, 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/drinks 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.
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• Perform other job-related duties and special projects as assigned.
• Maintain currency in knowledge and skills necessary to facilitate solutions.

Marginal

USERS AND APPROVALS