Administrative Support Assistant - Counseling Services

POSITION INFORMATION

Type of Action Requested:* New (Create a new Position Description)
Internal Team:* SL-Campus Health & Wellbeing-205700
Job Code/Employee Classification:* Administrative Support Assistant II
Classification Title: Administrative Support Assistant II
MPP Job Code:
Position Number: No position selected.
CSU Working Title:* Administrative Support Assistant - Counseling Services
Salary Range/Grade: 1032-ASSISTANT II-Grade-2
Minimum: $ 2,705.00
Maximum: $ 4,592.00
Pay Frequency:

Reports To:
Campus:* San Luis Obispo
Division:* Student Affairs
College/Program:* Campus Health & Wellbeing
Department:* Campus Health & Wellbeing - 205700
FLSA Status: Non-Exempt

SENSITIVE POSITION

Sensitive Position: 🔍 Yes 🔘 No

Job Summary/Basic Function:* Campus Health & Wellbeing - Counseling Services is a department within Student Affairs that provides a variety of culturally competent services to help enrolled students understand themselves, enjoy satisfying relationships, achieve academic success, and make effective life choices. Counseling Services promotes the development of holistic student emotional health and serves the campus through advocacy and the provision of confidential, accessible services.

Under the general supervision of the Director of Operations & Administration, this position performs general clerical and administrative support duties for Campus Health & Wellbeing. The incumbent must have the ability to present a professional and pleasant demeanor on a consistent basis. Specifically, this position maintains the Counseling Services' computerized client scheduling system, serves as a primary point of contact for the Counseling Services department and liaison between administrative support staff and professional staff, provides information for management decisions regarding office procedures, staffing, supply and equipment needs, and work flow, and provides a variety of administrative support for the Director of Counseling Services and department professional staff.

Minimum Qualifications:* High school diploma or its equivalent. Type 45 wpm. 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:

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, diplomacy and compassion to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.

Demonstrated ability to maintain a high degree of confidentiality.

Ability to independently handle multiple work priorities and projects.

Thorough knowledge of office methods, procedures, and practices.

Ability to learn, interpret independently, and apply a variety of complex policies and procedures.

Ability to identify deviations from applicable policies.

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

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

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

Excellent communication skills; ability to effectively communicate information in a clear and understandable manner, both verbally and in writing.

Ability to adapt to a flexible schedule, moving from one assignment to another as the need arises.

Thorough knowledge of English grammar, spelling and punctuation.

Ability to interpret, communicate and apply policies and procedures.

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.

Preferred Qualifications:

Associate’s degree or its equivalent

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

Experience working in a confidential and/or medical 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 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 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.
- 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

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**Job Duties**
## JOB DUTIES

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<th>% of time</th>
<th>Duties / Responsibilities</th>
<th>Essential / Marginal</th>
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<td>90</td>
<td><strong>Duties / Responsibilities</strong></td>
<td>Essential</td>
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<td></td>
<td>Provide professional customer service for the front desk reception and respond to a variety of clientele in a compassionate and kind manner.</td>
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<td>Ensure continuous coverage to allow for optimal response to walk-in patients, visitors, and callers, both within and outside of the University.</td>
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<td>Maintain computerized client scheduling system and serve as front line contact for clients.</td>
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<td>Interact with Health Services scheduling system for shared clients. 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>Serve as liaison between administrative support staff and professional staff and provide information for management decisions regarding office procedures, staffing, supply and equipment needs, and work flow.</td>
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<td>Collect data for Quality Improvement studies.</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>Maintain policy and procedure manual and resource manuals.</td>
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<td><strong>Essential</strong></td>
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<td>Type letters, memos, handouts, meeting minutes, reports, and forms.</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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## SELECTION CRITERIA

There are no items to show

## POSTING DETAILS

### Advertising Summary:

Department: Add a compelling 1-2 sentence statement about the role. For example:

Our IT Enterprise Applications Team is looking for a Business Intelligence Engineer! Information Technology Services is a growing division that faces new challenges as it evolves and this team focuses on the building blocks of applications and tools that improve the productivity of employees across the campus. Join us!

Advertisement text:
Job Summary

Insert a brief summary of the job. For example:

The Brand Storyteller works closely with the Creative Services team to identify, develop and coordinate the production of content that supports Cal Poly's brand strategies across a wide variety of channels including print, web, video and social media.

or

Carpenters perform the full range of skilled journey-level carpentry and related work, and may be asked to provide instruction and direction to unskilled and semi-skilled assistants.

Department Summary

Insert a brief summary of the department. For example:

University Marketing represents and promotes Cal Poly, increasing its visibility and supporting the institution's mission, vision and goals. The unit creates brand design, strategy and campaigns to attract the best students, while also motivating parents, alumni and donors, and recruiting world-class faculty and staff.

or

Facility Services provides quality maintenance, minor repair and renovation services to clients throughout campus. The Carpenter Shop is housed within Facilities Services and provides maintenance and repair services for campus buildings as they relate to the carpentry and maintenance trade.

Key Qualifications

- Insert 3-5 most notable qualifications required for the role

Education and Experience

Insert education and experience requirements and preferences

Salary:

Anticipated Hiring Range:

Classification Range:

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. H-1B visas).

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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:*
Mary Youngblood

Approval process:*
SL - Staff - PD Template (HR Use Only)

1. Human Resources:
Mary Youngblood ✔ Approved Jul 20, 2020

HR/Faculty Affairs Representative:*
Mary Youngblood