## POSITION INFORMATION

<table>
<thead>
<tr>
<th>Type of Action Requested:*</th>
<th>New (Create a new Position Description)</th>
</tr>
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<tbody>
<tr>
<td>Internal Team:*</td>
<td>SL-SAE&amp;T-Cal Poly Scholars - 140418</td>
</tr>
<tr>
<td>Job Code/Employee Classification:*</td>
<td>Admin Support Coord 12 Mo</td>
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<tr>
<td></td>
<td>Job Code: 1035</td>
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<tr>
<td>Classification Title:</td>
<td>Administrative Support Coordinator</td>
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<tr>
<td>MPP Job Code:</td>
<td></td>
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<tr>
<td>Position Number:</td>
<td>New Position # Request</td>
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<tr>
<td></td>
<td>Position no: SL-00011032</td>
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<tr>
<td>CSU Working Title:*</td>
<td>Administrative Support Coordinator - Cal Poly Scholars</td>
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<tr>
<td>Salary Range/Grade:</td>
<td>1035-COORDINATOR II-Grade-2</td>
</tr>
<tr>
<td></td>
<td>Minimum: $ 3,440.00</td>
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<tr>
<td></td>
<td>Maximum: $ 5,639.00</td>
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<td>Pay Frequency:</td>
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<tr>
<td>Reports To:*</td>
<td>Asst Dir Cal Poly Scholars Prg</td>
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<tr>
<td>Campus:*</td>
<td>San Luis Obispo</td>
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<tr>
<td>Division:*</td>
<td>Student Affairs</td>
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<tr>
<td>College/Program:*</td>
<td>SA-Equity &amp; Transition</td>
</tr>
<tr>
<td>Department:*</td>
<td>SAE&amp;T-Cal Poly Scholars - 140418</td>
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<tr>
<td>FLSA Status:</td>
<td>Non-Exempt</td>
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## SENSITIVE POSITION

| Sensitive Position: | ☐ Yes  ☐ No |

| Job Summary/Basic Function:* | Reporting to the Assistant Director for Cal Poly Scholars, this position supports the day-to-day operations of the Cal Poly Scholars department and ensures departmental office alignment with university, division, and department policies and procedures. Administrative support includes but is not limited to budget support, department head and staff support, student assistant hiring and scheduling, student payroll, and office management. |

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

Ability to interpret, communicate and apply policies and procedures independently, and use judgement and discretion to act when precedents do not exist.

Ability to troubleshoot most office administration problems and respond to all inquiries and requests related to work area.

Ability to analyze operational and procedural problems and develop, recommend, and evaluated proposed solutions.

Ability to perform business math, analyze budgetary data, and make accurate projections requiring some inference.

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

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.

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.

Ability to use negotiation and persuasion skills to achieve results and expedite projects.

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 operate, troubleshoot, and maintain standard office equipment (e.g. computers, laser printers, calculators, copy machines, fax machine).

Preferred Qualifications:

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

Ability to perform standard arithmetic functions of transactional nature, including tracking and comparing data.

Demonstrated competence in understanding, interpreting, and communicating procedures, policies, information, ideas and instructions.

Ability to use a variety of Cal Poly mainframe applications (e.g., Student Information Systems (SIS), Human Resource System (HRS), SHOWACT, ODIN, on-line FAS, OpenMail/OpenTime, X-PTR.

Working knowledge of PeopleSoft, Dashboard, Drupal, and MS Office Suite

Ability to multi-task in busy fast-paced office

Ability to think and respond spontaneously when asked questions by students, families/supporters, staff, and faculty.

Ability to communicate in Spanish including grammar, spelling, and punctuation.
**Special Conditions:**

- Must be willing to travel and attend training programs off-site for occasional professional development.
- Must be able to move equipment up to 25 lbs. for event set up and clean up.
- 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:**
  - A “designated position” in the CSU’s Conflict of Interest Code. The successful candidate accepting this position is required to file Conflict of Interest forms subject to the regulations of the Fair Political Practices Commission.

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

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**Job Duties**

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**JOB DUTIES**

<table>
<thead>
<tr>
<th>% of time</th>
<th>Duties / Responsibilities</th>
<th>Essential / Marginal</th>
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1. Act as point of contact for students, parents and supporters, and campus partners. Interpret essential and communicate administrative and programmatic eligibility, policies, procedures, and requirements to students, supporters, and prospective students.

2. Interpret and communicate policies and procedures. Compose routine responses to incoming mail and phone calls, as well as correspondence for department head signature. Research and prepare reports for administrative offices, external agencies, and organizations. Serve as recording secretary for department meetings and transcribe minutes for distribution.

3. Coordinate advertising and hiring process for all student assistants; initiate incoming student assistant paperwork for payroll and approve time in systems. Determine student assistant office/desk schedules, and provide work direction and assignments to front desk assistants and other office specific student assistants.

4. Track student participation requirements, and communicate necessary updates and follow up with students and department staff quarterly.

5. Establish and develop procedures related to the efficient operation of the department office, including student usage access and guidelines.

6. Maintain staff rosters, office hours, and student enrollment records.

7. Oversee, monitor, and reconcile all department budget accounts. Provide reports as needed, make projections and recommendations, manage the departmental purchasing card, and ensure timely invoice billing, reconciliations, reimbursements, and maintenance. Resolve discrepancies as they arise.

8. Coordinate and plan department meetings and support logistics for special events, such as Cal Poly Scholars Welcome Reception, End of the Year Celebration, departmental retreats, and student assistant meetings.

9. Coordinate and assist in program assessment activities and prepare annual reports.

10. Create content, update, and maintain department website.

11. Conduct clerical duties in support of essential job functions, including word processing, typing, duplicating, distribution of mail, filing, reception, errands, routine correspondence, mailings, and maintaining current and archival department files.

12. Department liaison with Facility Services and Telephone Administration; manage department's key system and oversee department's distribution of keys; office equipment and furniture being considered for purchase; initiate and review annually service contracts for office equipment; maintain department supplies and equipment; serve as department's Telephone Contact Person; reconcile monthly telephone billings and resolve discrepancies.


14. Learn and cross-train other jobs in the office to facilitate backup transition in case of absence, vacancy or work overload.

15. Participate in implementation of new processes and technology as systems are introduced and promote their effective use with the program.

16. Contribute to the successful completion of broad organizational and complex program projects and goals.

17. Attend training to maintain and acquire new knowledge and skills in topics, fields and content related to position responsibilities.

18. Perform other job-related duties and special projects as assigned.