



University Staff Position Description Form

Office of Human Resources

This description will be used as a basis for determining classification/skill level and will be maintained as an official record of the duties assigned to this position. Employee participation in the completion of this document is encouraged; however, the appointing authority and supervisor are accountable for establishing the assignment and ensuring the accuracy of this information.

FOR HUMAN RESOURCES USE ONLY:					
APPROVED CLASSIFICATION	CLASS CODE	EEO CAT	RANGE/ GRADE CODE	APP. BY C&C	DATE
Administrative Support Coordinator II	1035	12	2	VC	11/22/2023

1. POSITION INFORMATION

Employee: _____ Department: EEE & CpE

Current Classification: ASC II Working Title: Office Coordinator - ASC II

Time Base: F.T. P.T. _____ % Other _____ FLSA Status: EX NE

Position Provides Lead Work Direction To:

Classification: ASA II Qty: 1 FTE: 1.0

Classification: Student Assistants Qty: 1-2 FTE: _____

Name & Title of Work Lead (if any): _____

Name & Title of Appropriate Administrator: Mahyar Zarghami, EEE Dept. Chair

Name & Title of Dean/Manager (MPP): Kevan Shafizadeh, Dean, College of Engineering & Computer Science

2. PRIMARY ACTION BEING REQUESTED (Select One)

Job Posting: New Position Replacement Position, former incumbent: Taylor Ainger

Update Position Description Only:

NOTE: An updated position description requires providing Employee with seven (7) days' advance notice. This updated position description must be endorsed by the Appropriate Administrator before being signed by the Employee. The Employee signs at least seven (7) days' prior to Effective Date.

Effective Date: _____

3. SIGNATURES

Signatures denote that this position description is an accurate statement of the duties and responsibilities assigned to this position. 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.

Employee: _____ Date: _____

Appropriate Administrator: K. Shafizadeh Date: 12/5/2023

Dean/Manager (MPP): K. Shafizadeh Date: 12/5/2023

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4. MINIMUM QUALIFICATIONS

Please list only the Minimum Qualifications of the appropriate classification standards for this position. (Depending on the classification, this may be shown in the classification standards as Minimum Qualifications, Entry Qualifications, or Typical Qualifications. (Classification standards can be found at <https://www.calstate.edu/csusystem/careers/compensation/Pages/Classification-Standards.aspx>.)

Entry to this classification 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. Additionally, incumbents are expected to have a thorough knowledge of English grammar, spelling, and punctuation and be able to clearly communicate orally and in writing. Some positions may require knowledge of business mathematics beyond basis arithmetic. The ability to use and quickly learn new office support technology systems and software packages is also a prerequisite.

These entry qualifications would normally be obtained through a high school program, technical/vocational program, or their equivalents combined with several years of related office work experience.

5. KNOWLEDGE, SKILLS, ABILITIES, AND EXPERIENCE

Please list any knowledge, skills, abilities, and experience for this position.

Required: Must be comparable to the Minimum Qualifications, appropriate to the skill level of the position, and would allow an incumbent to satisfactorily perform the Essential Functions of the position.

General Knowledge/Skills/Abilities:

1. Thorough mastery of English grammar, punctuation and spelling.
2. Expertise in using office software packages, technology and systems.
3. Ability to interpret and apply policies and procedures independently, and use judgment and discretion to act when precedents do not exist.
4. Ability to troubleshoot most office administration problems and respond to all inquiries and requests related to work area.
5. Ability to understand problems from a broader perspective and anticipate the impact of office administration problems and solutions on other areas.
6. Ability to analyze operational and procedural problems and develop, recommend, and evaluate proposed solutions.
7. Ability to perform business math, analyze budgetary data, and make accurate projections requiring some inference.
8. Ability to effectively write and present own reports.
9. Ability to effectively handle interpersonal interactions at all levels and handle highly sensitive interpersonal situations.
10. Ability to use negotiation and persuasion skills to achieve results and expedite projects.
11. Strong organizational skills with the ability to multi-task and set priorities among numerous ongoing activities to meet internal and external deadlines.
12. Demonstrated ability to provide lead work direction to others.
13. Ability to learn new skills with a high degree of accuracy and motivation and the flexibility to adapt to change.

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14. Commitment to maintaining a welcoming and inclusive work environment with diverse colleagues and constituents including faculty, students, staff, and members of the community

Conditions of Employment:

- Ability to pass a background check.

Preferred: List any desirable qualifications beyond the Minimum Qualifications and those that are Required that would enhance an incumbent’s ability to perform the work of the position (e.g., additional years of experience, advanced education, certification and/or specialized training).

- 14. Experience working in an institution of higher education.
- 15. Knowledge of university systems software, such as: CMS, PeopleSoft, Student Administration, Class Schedule/Curriculum Management, Personnel Management/Temp Faculty Hiring, CMS Financials including but not limited to COGNOS/SacVault, Procurement Card, Procurement (all modules), Visitor parking, ASTRA.

6. POSITION SUMMARY

Provide a few short, specific statements, which outline the purpose of the job.

The Administrative Support Coordinator II (ASC II) provides administrative and academic program support for the Department of Electrical and Electronic Engineering (EEE) and Computer Engineering Program (CpE). Under the direction of the EEE Chair and CpE Program Coordinator, this position is responsible for the administrative and operational flow of the department and program. As the primary point-of-contact for both EEE and CpE, the incumbent assists faculty, staff, students, and community members. Provides lead work direction to student assistants and an Administrative Support Assistant (ASA). The incumbent is expected to work under pressure with frequent interruptions while prioritizing assignments in order to meet deadlines. The incumbent is expected to maintain confidentiality of materials and information received within the office. In performing the responsibilities of the position, the ASC II may work with other departments within the College of Engineering and Computer Science, as well as University wide offices such as Human Resources, Procurement, Academic Affairs, Facilities, and Space Management. Additionally, the ASC II works closely with the department chair to set the schedule of classes, hire part-time faculty, and prepare reports used to make strategic curricular and budgetary decisions.

7. ESSENTIAL FUNCTIONS OF THE POSITION

Describe each major responsibility assigned to this position and indicate the percentage of time devoted to each function, as well as the frequency in which each function is performed.

Essential Functions and Marginal Functions should have a combined total of 100% of Time.

% of Time	Frequency (daily, weekly, monthly, etc.)	Essential Functions Only (List in order of importance)
30%	Daily	<p>Administrative/Office/Program Support</p> <ul style="list-style-type: none"> • Perform a variety of administrative duties in support of work unit operations. • Provides administrative support within department including but not limited to preparing correspondence, emails, transcription of meeting notes, managing calendars, maintaining all confidential personnel files, scheduling and setting up meetings and answering calls. • Provide administrative support to staff, such as assisting in program development and planning; responding to and/or directing student inquiries related to academic requirements; researching, troubleshooting, and resolving related problems.

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15%	Daily	<ul style="list-style-type: none"> Responsibilities include ensuring all department/program facilities, furniture, equipment and supplies inventories are kept up to date and within budgetary requirements. Responsibilities include maintaining and organizing documents for various projects, including, for example, audits, financial records, grant proposals, reports and correspondence to funding agencies. Acts as a resource person for faculty, staff and students (current and future) regarding such matters as policies and procedures, class scheduling, use of facilities, etc. Troubleshoot office technology problems and systems. Coordinates day to day operations of department/program office, including providing back-up support of office staff. <p>Communications</p> <ul style="list-style-type: none"> Develops and updates materials such as flyers, brochures, training materials, how-to manuals, event programs, agendas, presentations and other documents. Provides updates to assigned websites, ensuring information is up to date, links are active and information follows University standards. Creates and updates department presentations. Provides presentations at events on and off campus. Conducts training to educate staff, faculty and student assistants regarding department/program/University changes. Reviews, evaluates and recommends business operating procedures to reflect changes resulting from legislation, University/department policies and/or other factors. Interact with a variety of campus and/or community constituents including working with students, faculty and staff.
10%	Weekly	<p>Budget/Fiscal Operations</p> <ul style="list-style-type: none"> Maintains expense database to ensure programs/projects are meeting budgetary goals. Processes, monitors and tracks budgeted expenditures for departments and/or programs, including payroll, reviewing bills, fee deposits, invoices and purchase orders to ensure accurate information for payments, refund, and identifying appropriate accounting budget line, etc. Processes expense reimbursements, petty cash, requests, direct payment requests, invoices, refunds, purchase orders and work orders. Coordinates and tracks budgets for a variety of grant and/or scholarship programs. Assures grant and scholarship expenditures meet guidelines of Federal and State governments and other funding agencies. Responsibilities for department accounting functions which includes: development of budget spreadsheets, resolving inaccuracies, providing budget history and projections, and making recommendations relating to all facets of budget allocation. Processes payroll for department, including review and approval student hours, updating appropriate databases.
10%	Bi-weekly	<p>Data Collection, Analysis and Preparation of Reports</p> <ul style="list-style-type: none"> Maintains and updates department database(s) and spreadsheets to ensure program/department needs are met; including providing reports on effectiveness of programs/projects.

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10%	Weekly	<ul style="list-style-type: none"> • Researches and interprets a variety of administrative policies and procedures. • Responsibilities include preparing a variety of reports such as workload reports, class enrollment reports, summary reports on effectiveness of funded programs/projects, and grade distribution reports, etc. <p>Meeting and Events Planning</p> <ul style="list-style-type: none"> • Responsibilities include arranging and organizing meetings and special events, managing logistics for every component of meeting/event, including travel to off-site locations, securing contracts for meeting/event, catering, preparing supporting materials, being on-site logistical support during meeting/event, etc. • Provides staffing at various University events. Responsibilities include overseeing travel arrangements for speakers, vendors, staff, students, faculty for meetings and events.
10%	Weekly	<p>Resources Support</p> <ul style="list-style-type: none"> • Coordinates the hiring, placement and termination activities for faculty, staff, student assistants, work study students, etc., including preparing requisition requests, advertisements, updating applicant tracking, communications, processing appropriate paperwork and enabling/disabling appropriate system access, etc. • Maintains database/spreadsheet of short-term/temporary employees; monitor database to ensure timely processing of separated employees and/or request extension of assignment. • Monitors the receipt of contracts, activity proposals and personnel papers to ensure University policies and procedures are being followed. • Reviews and approve attendance entered to ensure payroll requirements; coordinate resolution of errors/issues with affected individual; ensure payroll is meeting budgetary constraints; prepares employee leave balance reports and distributes to appropriate supervisors. • Provides orientations to new staff and student assistants; ensuring assigned work areas are prepared and stocked in advance. • Provides lead work direction and schedules staff including support staff, student assistants and work study students.
10%	Weekly	<p>Academic Support</p> <ul style="list-style-type: none"> • In partnership with department leadership, works to develop class schedules, including adding/dropping classes, schedule changes, preparing course change proposals, room assignments, obtaining course credit approvals, editing and updating catalog, processing class registrations, managing wait lists for classes and ordering course materials. • Oversees the processing of student evaluations of faculty, student complaints and requests for meetings with faculty. • Responsibilities include coordinating the student admission process including application processing, analyzing student applications and records, compiling student data and denials of unqualified applicants. • Monitors student enrollment in programs, classes and testing, including pulling reports and providing analysis, as well as updating and adjusting enrollments as necessary. • Oversees scholarship and donor activities, including acceptance of gifts, preparation of communication and thank you gifts/notifications to donors,

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		<p>reviewing and/or processing scholarship applications, and monitoring scholarship accounts.</p> <ul style="list-style-type: none"> Responsibilities include managing the full life cycle and logistics of department's course credit submission and approvals process. This may include assembling and submitting course proposals, approval of course contents, and ensuring courses and faculty are approved prior to start date of course. Coordinates annual Retention, Tenure and Promotion process including workshops, training materials, and evaluations for tenured track and part-time faculty.
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8. MARGINAL FUNCTIONS OF THE POSITION

Describe each non-essential duty assigned to this position and indicate the percentage of time devoted to each function, as well as the frequency in which each function is performed.

Essential Functions and Marginal Functions should have a combined total of 100% of Time.

% of Time	Frequency (daily, weekly, monthly, etc.)	Marginal Functions Only (List in order of importance)
5%	As needed	Other duties as assigned.

9. ADDITIONAL INFORMATION

To enable appropriate classification determination, please elaborate on the information provided in the previous sections by completing the section below.

9a. Nature and Scope of Authority: Identify the kinds of decisions made, judgment required, freedom to act, and supervision received (i.e., direct or general). Also indicate if position acts as a lead or supervises others, and explain.

The incumbent works independently under general direction from the Department Chair. The nature of the types of decisions made in this position are generally decisions related to the daily operations of the department office, including student work schedule and hours, office supplies, printer and copier maintenance, and setting priorities for daily/weekly tasks. Provides lead work direction to support staff.

9b. Problem Solving: Types of problems encountered; issues, concerns addressed; types of problems incumbent required to refer to supervisor or others.

Problems encountered may include but are not limited to: course registration, advising needs, graduation, forms required and deadlines. Technical problems such as trouble with CMS, ASTRA, or other software programs; breakdown of office equipment; department emergencies and safety issues. Disgruntled students and/or student complaints regarding class schedule or Faculty should always be referred to Dept Chair.

9c. Contacts On- and Off-Campus: Purpose and nature of working relationships with on- and off-campus contacts.

On Campus: Incumbent will have contact with various on-campus offices and departments to exchange and verify information while assisting students, faculty, staff and community.

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Off Campus: Incumbent will be the point of contact for the college and will field questions and assist students, faculty, staff and the community by phone, in person and email as necessary. Will work directly with industry advisory members regarding board meetings and events.

10. ADA REQUIREMENTS – MUST BE COMPLETED

To comply with the Americans with Disabilities Act (ADA) of 1990, which prohibits discrimination against qualified individuals on the basis of disability, it is necessary to specify the physical, mental, and environmental conditions of the Essential Functions of the job (with or without a reasonable accommodation).

Use these codes to complete the section below: F (frequently), O (occasionally), N (not at all). Do not use “X.”

PHYSICAL		MENTAL		ENVIRONMENTAL	
F	Sit	O	Direct others	O	Is exposed to excessive noise
F	Stand	F	Concentrate	N	Is around moving machinery
F	Walk	F	Analyze	N	Is exposed to marked changes in temperature and/or humidity
F	Have mobility	F	Use reason/logic		
O	Bend	F	Demonstrate recall	N	Is exposed to dust, fumes, gases, radiation, microwave (circle)
O	Climb	F	Make decisions		
O	Reach	F	Works rapidly	N	Drives motorized equipment
O	Kneel	F	Handle multiple tasks/priorities	N	Works in confined quarters
O	Push/Pull	F	Tolerate variety	N	Works in high places
F	Have gross hand coordination	F	Work with others		Other:
F	Have fine hand coordination		Other:		
F	Hear with background noise				
F	Hear the spoken word				
F	Hear over a phone/other device				
F	See to read fine print				
F	See to read bold print				
F	See to accomplish a task				
F	Talk				
F	Communicate				
O	Lift: <u>20</u> lbs. max				
O	Carry: <u>20</u> lbs. max				
F	Operate equipment				
F	Perform keyboard entry				
	Other:				

11. FOR INFORMATION TECHNOLOGY POSITIONS ONLY

PROJECT COORDINATION/LEAD RESPONSIBILITIES

Describe on-going project coordination and/or lead responsibilities, if any, including the number and type of positions for which lead direction is provided. Any projects or accountabilities of a temporary nature must include duration of assignment.

TECHNOLOGY USAGE

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Please list the type of computer and/or technology systems used by this position to perform the work, as well as the associated operating systems, software, and applications used.

Hardware Type	Software Applications Used