



POSITION DESCRIPTION

Department: Office of Undergraduate Studies

Working Title: Assistant to the Dean

Job Code: 1035

Time Base: 1.0

Position Number: 00006655

Union/Unit: California State University Employees Union/ Unit 7

Position Reports To: Dean of Undergraduate Studies

Classification: Administrative Support Coordinator

Range Code: 1

Exempt or Non-Exempt: Non-Exempt

Last Update: 07/16/2024

PURPOSE OF POSITION:

Working independently under the general direction of the Dean and Assistant Dean and with lead direction provided by the Administrative & Operations Analyst, this position performs a variety of highly responsible, confidential, and complex administrative duties in support of the Dean and Assistant Dean of the Office of Undergraduate Studies (OUGS), as well as coordinates the administrative functions within the OUGS Dean's Suite.

OUGS is a complex organizational unit that works closely with other units and campus partners to provide high quality services to our students. As such, this individual will be independently responsible for providing a high level of professionalism through written and verbal communication with students, staff, faculty, and community partners. A high level of confidentiality is essential as this position may handle highly sensitive interpersonal and strictly confidential situations and interactions.

Specific areas of responsibility include but are not limited to the following: oversight of Dean and Assistant Dean's calendar, preparing/organizing meetings with the Dean including agenda setting, taking notes at meetings, coordinating general office/administrative support, and supporting OUGS projects and initiatives as needed. The Administrative Coordinator also participates in formulating, implementing, and evaluating operational policies and procedures, and provides guidance to the Dean and Assistant Dean of the Office of OUGS.

MAJOR RESPONSIBILITIES:

% of Time

- | | |
|---------------------------------------------------------------------------------|-----|
| 1. Assistant to the Dean and Assistant Dean of OUGS | 70% |
| 2. Provide general administrative and project support for the OUGS Dean's Suite | 30% |

LIST OF TASKS FOR EACH MAJOR RESPONSIBILITY:

1. Provide Administrative Support to the Dean and Assistant Dean

- Monitor and maintain the Dean's and Assistant Dean's confidential calendars requiring interaction with internal and external constituents, executives, and assistants. Using independent judgment and decision-making skills, coordinate a wide variety of complex meetings with external executives, campus senior leadership, faculty, staff, students, etc.
- Schedule standing, individual, and ad hoc meetings including identifying and reserving conference rooms, notifying participants of meeting details and directions, and reserving parking passes for off-campus visitors
- Anticipate Dean's and Assistant Dean's pre-meeting preparation needs and schedule time on calendar as well as other pertinent information and materials.
- Review and coordinate the campus calendars for time approval deadlines, Academic Senate Meetings, Senior Leadership Meetings, etc. and ensure that the Dean's calendar accurately reflects these meetings and deadlines as well as providing appropriate travel and/or prep time in advance of each.
- Anticipate action needed in critical matters involving the Dean's Office and forward necessary information to the Dean and Assistant Dean with follow-up on action items.
- Identify emerging issues with office workflows or practices and develop appropriate solutions in the form of new protocols or procedures in collaboration with the Administrative & Operations Analyst.

- g. Maintain meeting and appointment scheduling for the Dean and other staff in the office suite, as needed.
 - h. Research, compile and generate various business reports and documents.
 - i. Create and maintain Microsoft Teams groups for various committees. Tasks include setting-up the Teams group, adding members, uploading, and organizing notes and files, and purging accounts as needed.
 - j. Assist with virtual meetings (e.g., Teams and Zoom meetings) by creating breakout groups, setting-up polls, admitting guests, and troubleshooting tech issues.
- 2. Provide general administrative and project support for the OUGS Dean's Suite**
- a. Front Office Coordination
 - i. Ensure the front reception area is staffed during the University operating hours
 - ii. Ensure visitors to the office are directed appropriately, guiding people to their destinations in the Extended Learning Building or other locations on campus.
 - iii. Answer phone calls and inquiries from students, faculty, staff, and general public related to OUGS and to the university.
 - iv. Collaborate with identified colleagues and student assistants (as available) to provide back-up office coverage.
 - v. Provide lead direction to 5th floor student assistants
 - b. OUGS Project Coordination
 - i. Organize paper and electronic documents and records related to OUGS projects and initiatives, including but not limited to First Year and University Programs and Academic Support
 - ii. Work with Administrative & Operations Analyst on WPAF Process for lecturers: to initiate formal evaluation signature, file signed copies, and maintain digital records
 - iii. Perform data entry and translation for various forms of data collected through OUGS projects and initiatives
 - iv. Participate in project coordination on various projects and committees, often with campus-wide impact. This includes, but is not limited to the following:
 - Coordinating facilities and logistics for meetings, events, conferences, seminars, and retreats. In collaboration with OUGS Administrative & Operations Analyst as needed.
 - Coordinating the collection of required materials of staff evaluations.
 - Preparing agendas, taking minutes, and distributing minutes and or action items as appropriate.
 - Notifying attendees of time, place, and agenda.
 - Providing calendaring and marketing assistance for upcoming events.
 - v. Protect sensitive documents and data collected through OUGS projects and initiatives, including student academic records and staff and faculty personnel documents
 - vi. Add to the culture of the Dean's Office and work to improve camaraderie among the faculty and staff by providing a welcoming environment.
 - vii. Work collaboratively with the suite staff to promote an atmosphere of cooperation and teamwork, providing support outside identified duties when needed.
 - viii. Greet and welcome visitors and make appropriate referrals.
 - c. OUGS Administrative Support
 - i. Review and update website directory and org chart
 - ii. Maintain OUGS website; research effective ways to solve website issues or implement new structures
 - iii. Provide lead direction to 5th floor student assistants.
 - iv. Coordinate and compile monthly, quarterly, or ad hoc newsletters for LTS, SLCE, FYUP, and OUGS
 - v. Maintain Dean's List each semester and communicate with eligible students on behalf of Dean
 - d. Office Supply and Maintenance
 - i. ProCard holder responsible for monthly ProCard expenditure reports for submission to Procurement
 - ii. Check monthly credit card statements for discrepancies
 - iii. Signature authorization for ProCard use
 - iv. Work with the OUGS Administrative & Operations Analyst and Facility Services and Risk Management for work orders, key requests, ergonomic assessments, etc. as needed for the college.
 - v. Monitor office supplies, maintain supply inventory for the Dean's suite, coordinate delivery of mail and packages in collaboration with the OUGS Administrative & Operations Analyst.
 - vi. Ensure maintenance of printers, photocopiers, and office supplies for the dean's suite in collaboration with the OUGS Administrative & Operations Analyst.
 - vii. Keep office and common areas clean and organized; complete related tasks that keep the office presentable for highlevel executive guests.
 - viii. Ensure that the offices in the Dean's Suite are in clean & orderly condition, including wiping down counters, ensuring that clocks and calendars are updated appropriately, removing recyclables, and shredding sensitive material

- e. Event and Meeting Coordination/Support
 - i. With the Administrative & Operations Analyst, plan and host department events, orientations, trainings, and workshops
 - ii. Schedule meetings and reserve meeting spaces including use of 25Live
 - iii. Make copies and collate or assemble - materials for meetings or events.
 - iv. Prepare meeting agendas, take meeting notes/minutes as needed.
 - v. Create fliers and prepare material for workshops and events.
- f. Other Administrative Responsibilities
 - i. Complete tasks independently and coordinate with others as appropriate.
 - ii. Assist with document delivery and pick-up.
 - iii. Other administrative tasks as assigned.

PROVIDES LEAD DIRECTION OF OTHERS:

- Student Assistants and/or Work Study Students, as needed

REQUIREMENTS OF POSITION:

1. List certificates, licenses, or education required

- Four (4) years of progressively responsible administrative support experience and responsibilities giving knowledge of office methods, procedures, and practices with a demonstrated ability to communicate with a high level of professionalism; or an equivalent combination of education and experience.
- Experience with calendar management and meeting and/or event coordination including, but not limited to site/room selection and AV set-up.
- Preferences
 - i. Administrative office experience to include support at the executive level.
 - ii. Bachelor's degree
 - iii. Experience in higher education academic setting

2. Knowledge, skills, and abilities required for this position:

- Demonstrated ability to prioritize and administer multiple projects simultaneously; follow through on issues in a timely manner.
- Excellent verbal communications skills and ability to present efficiently to a variety of external and internal audiences at every level.
- Excellent written communications skills and demonstrated ability to produce error-free communications.
- Excellent editing skills with a thorough mastery of English grammar, spelling, punctuation, and proofreading.
- Experience independently initiating and drafting clear and concise final form memoranda and correspondence requiring selection of materials and references from a variety of sources
- Thorough knowledge of office methods, procedures, and practices with emphasis on technology-based systems and procedures.
- Ability to identify and solve standard problems and refer more complex problems to appropriate lead staff
- Ability to demonstrate an awareness and appreciation of the cultural diversity of the University community and establish and maintain cooperative and effective relations with University employees, students, and the public.
- Thorough knowledge of applicable university infrastructure, policies, and procedures.
- Ability to uphold confidentiality in all communication in the workplace is required.
- Accountability for work flow and completion of work
- Experience coordinating processes involving various offices and individuals with diverse priorities
- Ability to learn the operations of an office as they relate to an academic environment
- Ability to work as an effective member of a highly functioning team with a commitment to positive communication and conflict resolution among colleagues.
- Ability to work independently on multiple tasks simultaneously while meeting deadlines in a fast-paced environment. Prior experience coordinating multiple tasks and priorities is preferred.
- Must possess initiative indicative of a self-starter and maintain high energy and flexibility.
- Ability to provide exemplary customer service, both in person and over the telephone.
- Experience performing moderate to complex clerical work involving independent judgment, accuracy, and speed
- Ability to establish and maintain a cooperative working relationship with students, faculty, and staff
- Experience maintaining confidential files and keeping a ledger and other records where appropriate

- Comprehensive and detailed knowledge of higher education organizational structure and functions.
- Thorough knowledge of office systems and ability to use a broader range of technology, systems, and packages.
- Demonstrated experience in the use of MS Office, including Outlook, Word, Excel, and PowerPoint.
- Ability to interpret and implement policies, procedures, and applications.
- Ability to effectively handle interpersonal interactions at all levels of the organization and handle highly sensitive and confidential situations and information.

3. List machines, tools, equipment, and motor vehicles used in the performance of the duties

- Desktop or laptop computer with mouse, keyboard, webcam, and two monitors
- Occasional use of copy machine, laminator, or hole punch

4. Unique working conditions:

- Regular work schedule is during the Campus operating hours (Monday through Friday 8:00am to 5:00pm)
- Constant office interactions with students and colleagues at multiple levels within the university structure as well as external constituents
- Noise
- Daily computer use

5. Other Employment Requirements

- This position is subject to a background check including, but not limited to, employment verification, education verification, reference checks and criminal record checks. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.
- This position is a "designated position" in the California State University's Conflict of Interest Code. The incumbent in this position is required to file Conflict of Interest forms subject to the regulations of the Fair Political Practices Commission. This position is required to file the Form 700 under the disclosure category: 2.
- Must participate in required campus trainings including, but not limited to, Information Security Awareness Training and Sexual Violence Awareness and Prevention "EDU: Eliminate Campus Sexual Misconduct".

PURPOSE AND NATURE OF WORK RELATIONSHIPS:

Working relationships with people on and off campus (other than supervisor or people supervised) with whom this employee interacts on a continuing basis, and how often this interaction occurs:

Provost and Vice Provost Office	Communicate and coordinate with these offices	Weekly
OUGS Staff	Communicate regarding supply, scheduling, and office needs	Daily
Colleges and Library	Communicate and coordinate with these units	As needed
Event Scheduling	Schedule room request for meetings, etc.	As needed
Facility Services	Work order and key requests	As Needed
Parking Services	Order parking permits for guests	As Needed
Shipping & Receiving	Arrange pick up or delivery	As Needed
Academic & Student Affairs	Communicate messages on behalf of the Dean	As Needed
Students & Faculty	Provide accurate information related to services and communications from the Dean	As Needed

PHYSICAL EFFORT:

Check the appropriate box for each of the following items which most accurately describes the extent of the specific activity performed by this employee on a daily basis.

PHYSICAL EFFORT

	Number of Hours Per Day				
	N/A	1-2	3-4	5-6	7+
Sitting					x
Standing		x			
Walking		x			
Bending (neck)	x				
Bending (waist)	x				
Twisting (neck)	x				
Twisting (waist)	x				
Crawling	x				
Climbing	x				
Reaching (above shoulder)	x				
Reaching (below shoulder)	x				
Walking on uneven ground	x				
Crouching	x				
Kneeling	x				
Balancing	x				
Pushing or pulling	x				

	Number of Hours Per Day				
	N/A	1-2	3-4	5-6	7+
Fine manipulation	x				
Simple grasping	x				
Power grasping	x				
Lifting or carrying:					
10 lbs or less		x			
11 to 25 lbs	x				
26 to 50 lbs	x				
51 to 75 lbs	x				
76 to 100 lbs	x				
Over 100 lbs	x				
Keyboard use					x
Mouse use					x
Repetitive use of hands/arms	x				
Repetitive use of legs/feet	x				
Eye/hand coordination		x			

	Yes	No
Driving cars, trucks, forklifts and other equipment		x
Being around scientific equipment and machinery		x

MENTAL EFFORT

	Number of Hours/Day				
	N/A	1-2	3-4	5-6	7+
1. Directing others		x			
2. Writing			x		
3. Using math/calculations	x				
4. Talking				x	
5. Working at various tempos			x		
6. Concentrating amid distractions				x	
7. Remembering names				x	
8. Remembering details				x	
9. Making decisions			x		
10. Working rapidly		x			
11. Examining/ observing details			x		
12. Discriminating colors	x				

ENVIRONMENTAL FACTORS

	Number of Hours/Day				
	N/A	1-2	3-4	5-6	7+
1. Inside					x
2. Outside	x				
3. Humid	x				
4. Hazards	x				
5. High places	x				
6. Hot	x				
7. Cold	x				
8. Dry	x				
9. Wet	x				
10. Extreme change of temp	x				
11. Dirty/dusty	x				
12. Exposure to gas, fumes or chemicals	x				
13. Odors	x				
14. Noisy		x			
15. Working w/others		x			
16. Working around others				x	
17. Working alone				x	

SIGNATURES

Employee

Print Name: _____

Signature: _____

Date: _____

Appropriate Administrator (MPP)

Print Name: _____

Signature: _____

Date: _____

Dean/Department Head/Director/AVP (optional)

Print Name: _____

Signature: _____

Date: _____