

# Administration and Conference Services Assistant (Administrative Support Assistant II)

PD No.:PD-4865

## POSITION DESCRIPTION INFORMATION

To edit an approved Position Description scroll to the bottom of the form and press Update PD  
Click OK in the pop-up window that appears to reset the approval process

## POSITION INFORMATION

<b>Type of Action Requested:*</b>	Replacement-Revision
<b>Internal Team:*</b>	FL-Housing-Administration - 10130
<b>Job Code/Employee Classification:*</b>	Admin Support Assistant 12 Mo <u>Job Code: 1032</u>
<b>Classification Title:</b>	Administrative Support Assistant II
<b>MPP Job Code:</b>	
<b>Position Number:</b>	Admin Support Assistant 12 Mo <u>Position no: FL-10007229</u>
<b>CSU Working Title:*</b>	Administration and Conference Services Assistant (Administrative Support Assistant II)
<b>Salary Range/Grade:</b>	1032-ASSISTANT II-Grade-2 Minimum: \$ 3,680.00 Maximum: \$ 5,417.00 Pay Frequency:
<b>Reports to Supervisor:</b>	Jennifer Ortiz
<b>Reports To:*</b>	Associate Director, Admin & Conference Service <u>Position no: FL-10009337</u>
<b>Campus:*</b>	Fullerton
<b>Division:*</b>	VP, Student Affairs Office
<b>College/Program:*</b>	Student Engagement
<b>Department:*</b>	Housing-Administration - 10130
<b>FLSA Status:</b>	Non-Exempt
<b>Hiring Type:</b>	Temporary
<b>Workplace Type (Exclude Inst Fac):</b>	On-site (work in-person at business location)
<b>Pay Plan:</b>	12 Months
<b>Pay Plan Months Off:</b>	

## POSITION DESIGNATION

<b>Mandated Reporter:*</b>	General - The person holding this position is considered a general 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.
<b>Conflict of Interest:*</b>	None
<b>NCAA:</b>	<input type="radio"/> Yes <input checked="" type="radio"/> No
<b>Is this a Sensitive Position?:</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No
<b>Care of People (including minors) Animals and Property:</b>	Yes
<b>Authority to commit financial resources:</b>	No
<b>Access/control over cash cards and expenditure:</b>	No
<b>Access/possession of master/sub-master keys:</b>	Yes
<b>Access to controlled or hazardous substances:</b>	No
<b>Access/responsibility to personal info:</b>	Yes

**Control over Campus business processes:** No  
**Responsibilities requiring license or other:** No  
**Responsibility for use of commercial equipment:** No  
**Is this a Campus Security Authority (CSA):**  Yes  No

**Serves a security function:**

**Designated recipient for crime/misconduct reports:**

**Significant responsibility for Student Activities:**

**Significant responsibility for Campus Activities:**

**Job Summary/Basic Function:\***

Under the supervision of the Associate Director, the Administration and Conference Services Assistant is responsible for providing general office, clerical, and administrative support to students, faculty, staff, and community members. Processes mail, maintains files and records, processes documents and records, gathers data, and interacts with and solves problems for work unit customers and staff. Responds to customers via email, telephone, and in person. Uses a variety of office support technology and systems such as word processing and spreadsheet packages to complete assignments. Assists with scheduling meetings and events as needed. Other duties as assigned.

**Minimum Qualifications:\***

High School diploma or the equivalent and three years of experience in general office, clerical or secretarial work or the equivalent. General working knowledge of applicable university infrastructure, policies, and procedures. Thorough knowledge of office methods, procedures, practices, and equipment. Thorough knowledge of English grammar, punctuation, and spelling with demonstrated competence in effectively presenting standard information in writing. Ability to learn, interpret independently, apply, and identify deviations from a variety of complex policies and procedures. Ability to apply independent judgment, discretion, and initiative to address problems and develop practical, thorough and, at times, creative solutions. Ability to perform arithmetic functions of a transactional nature, including tracking and comparing data. Ability to work on the front line, with a variety of campus and community individuals requiring active problem solving and effective interpersonal skills. Demonstrated competence in understanding, interpreting, and communicating procedures, policies, information, ideas, and instructions. Basic typing and keyboarding skills.

A background check (including a criminal records check) must be completed satisfactorily and is required for employment. CSU will make a conditional offer of employment, which may be rescinded if the background check reveals disqualifying information, and/or it is discovered that the candidate knowingly withheld or falsified information. Failure to complete the background check satisfactorily may affect the continued employment of a current CSU employee who was conditionally offered the position.

**Required Qualifications:**

**Preferred Qualifications:**

**Special Conditions:**

Housing and Residential Engagement experience.

Housing and Residential Engagement is a fast-paced environment with many interruptions. Must be able to effectively manage these interruptions while maintaining appropriate work output and friendly customer service. 7 am - 4 pm or 7:30 - 4:30 work schedule to open office.

**License / Certification:**

**Supervises Employees:\***

Yes  No

**If position supervises other employees; list position titles:**

## Job Duties

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### JOB DUTIES

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<b>% of time</b>	<b>Duties / Responsibilities</b>	<b>Essential / Marginal</b>
65	<p>Front Desk Operations</p> <ul style="list-style-type: none"><li>- Assist with the day-to-day operations of the two residential front desks, mailrooms, and reception areas.</li><li>- Provide support to the student staff with general working knowledge of applicable university infrastructure, policies, and procedures.</li><li>- Thorough knowledge of office methods, procedures, and practices.</li><li>- Conduct package investigations and maintain records of package deliveries.</li><li>- Maintain current mail information for all residential students.</li><li>- Maintain an inventory of supplies and resources that are requested by residents.</li><li>- Assist in maintaining safety and security of keys in the front desk areas.</li><li>- Maintain and support ongoing signage needs related to front desk operations.</li><li>- Assist in the response to immediate or pressing resident concerns.</li><li>- Utilize software tools such as Slack to ensure effective operational communication.</li></ul>	Essential
15	<p>Administrative Support</p> <ul style="list-style-type: none"><li>- Provide support to the Assistant Director, Administration and Conference Services by offering feedback regarding the performance of the Office Assistants, including attending their weekly staff meetings.</li><li>- Assist with the recruitment and selection of Office Assistants.</li><li>- Assist with the retrieval of keys and audit them in consultation with the Assignments and Access Coordinator.</li><li>- Assist the Administration and Conference Services team with department-wide large scale events including Move-In, Move-Out, and Experience CSUF</li><li>- Assist the Marketing and Events Coordinator with meeting room set ups and requests.</li></ul>	Essential
15	<p>Customer Service</p> <ul style="list-style-type: none"><li>- Provide excellent customer service to residents and guests by communicating in various communication platforms including Tawk.To online chat and by responding to housing office email accounts.</li><li>- Assist residents in escalating concerns and issues to the correct Housing and Residential Engagement team member.</li></ul>	Essential
5	<p>Other Duties as Assigned</p>	Essential

## SELECTION CRITERIA

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 There are no items to show

### Physical Mental and Environmental Demands

**\*\* Physical Mental and Environmental Requirements Must be Completed for all Positions \*\***

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Please indicate the frequency (Constantly; Frequently; Occasionally; or Never) and whether or not the requirement is essential.

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#### Physical and Mental Requirements

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<b>Bending:</b>	Occasionally
<b>Climbing:</b>	Never
<b>Concentrating:</b>	Constantly - Essential
<b>Crawling:</b>	Occasionally
<b>Decision Making:</b>	Constantly - Essential
<b>Keyboarding and Mousing:</b>	Constantly - Essential
<b>Lifting or Carrying up to 10 lbs.:</b>	Occasionally - Essential
<b>Lifting or Carrying up to 25 lbs.:</b>	Occasionally
<b>Lifting or Carrying up to 50 lbs.:</b>	Never
<b>Lifting or Carrying over 50 lbs.:</b>	Never
<b>Performing Calculations:</b>	Frequently
<b>Pushing or Pulling:</b>	Occasionally - Essential
<b>Reaching Overhead:</b>	Frequently
<b>Repetitive Motion of Upper Extremities:</b>	Frequently - Essential
<b>Sitting:</b>	Frequently - Essential
<b>Standing:</b>	Frequently - Essential
<b>Stooping Kneeling or Squatting:</b>	Occasionally
<b>Walking:</b>	Occasionally - Essential

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To add additional Physical and Mental Requirements - Please provide the 1) Physical and/or Mental Requirement description; 2) Frequency (Constantly; Frequently; Occasionally; or Never) and 3) Whether it is Essential to the position:

**Other Physical & Mental Requirement No. 1**

**Description:**

**Other Physical and Mental Req No.1 Frequency:**

**Other Physical & Mental Requirement No. 2**

**Description:**

**Other Physical and Mental Req No.2 Frequency:**

**Other Physical & Mental Requirement No. 3**

**Description:**

**Other Physical and Mental Req No.3 Frequency:**

**Other Physical & Mental Requirements:**

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#### Environmental Requirements

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<b>Drive motorized equipment:</b>	Occasionally
<b>Excessive Noise:</b>	Constantly - Essential
<b>Hazards:</b>	Occasionally
<b>Outdoor:</b>	Occasionally - Essential
<b>Elevated Work:</b>	Never
<b>Extreme Temperature (hot or cold):</b>	Occasionally
<b>Indoor (Typical office environment):</b>	Constantly - Essential

To add additional Environmental Requirements - Please provide the 1) Environmental Requirement description; 2) Frequency (Constantly; Frequently; Occasionally; or Never) and 3) Whether it is Essential to the position:

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**Other Environmental Requirement No. 1  
Description:**

**Other Environmental Req No.1 Frequency:**

**Other Environmental Requirement No. 2  
Description:**

**Other Environmental Req No.2 Frequency:**

**Other Environmental Requirement No. 3  
Description:**

**Other Environmental Req No.3 Frequency:**

**Other Environmental Requirements:**

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### POSTING DETAILS

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**Advertising Summary:**

Advertisement text:

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### USERS AND APPROVALS

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**Justification for Position:**

Expanded administration and front desk operations require full-time staff support. Position requires no state support and will be fully funded by student housing fees.

**Hiring Administrator:\***

Jennifer Ortiz

Email address: [jeortiz@fullerton.edu](mailto:jeortiz@fullerton.edu)

**Approval process:\***

FL - OLD PD Approval (Staff/MPP) - Dept Head

1. MPP Supervisor:	Jennifer Ortiz ✓ Approved Oct 8, 2024
2. Department Head/Associate Dean:	Kafele Khalfani ✓ Approved Oct 8, 2024
3. HR Classifier:	Chris Schloffer ✓ Approved Oct 14, 2024
4. Appropriate Administrator/Dean:	Vincent Vigil ✓ Approved Oct 15, 2024
5. Position Management:	FL-HRDI PM ✓ Approved Oct 18, 2024

**HR/Faculty Affairs Representative:\***

FL-HRDI Classifier

Email address: [hrrecruitment@fullerton.edu](mailto:hrrecruitment@fullerton.edu)