

Business Operations Coordinator (Administrative Support Coordinator II)

PD No.:PD-5084

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

Type of Action Requested:* Replacement-Revision
Internal Team:* FL-Housing-Administration - 10130
Job Code/Employee Classification:* Admin Support Coord 12 Mo
Job Code: 1035

Classification Title: Administrative Support Coordinator II
MPP Job Code:
Position Number: Admin Support Coord 12 Mo
Position no: FL-10009767

CSU Working Title:* Business Operations Coordinator (Administrative Support Coordinator II)
Salary Range/Grade: 1032-ASSISTANT II-Grade-2
Minimum: \$ 3,680.00
Maximum: \$ 5,417.00
Pay Frequency:

Reports to Supervisor: Jennifer Ortiz
Reports To:* Associate Director, Admin & Conference Service
Position no: FL-10009337

Campus:* Fullerton
Division:* VP, Student Affairs Office
College/Program:* Student Engagement
Department:* Housing-Administration - 10130
FLSA Status: Non-Exempt
Hiring Type: Probationary
Workplace Type (Exclude Inst Fac):
Pay Plan: 12 Months
Pay Plan Months Off:

POSITION DESIGNATION

Mandated Reporter:* 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.

Conflict of Interest:* None

NCAA: Yes No

Is this a Sensitive Position?: Yes No

Care of People (including minors) Animals and Property: Yes

Authority to commit financial resources: Yes

Access/control over cash cards and expenditure: Yes

Access/possession of master/sub-master keys: No

Access to controlled or hazardous substances: No

Access/responsibility to personal info: Yes

Control over Campus business processes: Yes
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: No
Designated recipient for crime/misconduct reports: No
Significant responsibility for Student Activities: No
Significant responsibility for Campus Activities: No

Job Summary/Basic Function:* Under the general supervision of the Associate Director, Administration and Conference Services, assists with the coordination of a variety of administrative and technical duties in support of the department. The duties include, but are not limited to coordinating summer conferences with Residential Engagement and Residential Facilities Operations, handling multiple work projects, and taking full accountability of the procurement card process. Provides staff support to business operations including but not limited to maintaining equipment inventories, client relations, contractual agreements, billing, purchase orders, invoices, budget transfer requests, end of year fiscal reporting, student account assistance, deposits, and purchasing office supplies. Provides excellent customer service by answering questions, solving problems, and analyzing student accounts to communicate with resident. Works is performed independently. Develops solutions to problems; and Independent operational decisions are made on a day-to-day basis. Other duties as assigned.

Minimum Qualifications:* High School diploma or the equivalent and five years of progressively responsible experience in general office, clerical or secretarial work or the equivalent. Proficiency in using MS Office (Word, Excel, and Outlook) and the Internet. Knowledge of budget, accounting, payroll and accounts payable policies and procedures. Comprehensive and detailed knowledge of applicable university infrastructure, policies, and procedures. Thorough mastery of English grammar, punctuation, and spelling. Expertise in using office software packages, technology, and systems. Ability to independently handle multiple work unit priorities and projects. Ability to independently interpret and apply policies and procedures and use judgment 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 understand problems from a broad perspective and anticipate the impact of office administration problems and solutions on other areas. Ability to analyze operational and procedural problems and develop, recommend, and evaluate proposed solutions. Ability to perform business math, analyze budgetary data, and make accurate projections requiring some inference. Ability to effectively write and present own reports. Ability to effectively handle interpersonal interactions at all levels including highly sensitive interpersonal situations. Ability to use negotiation and persuasion skills to achieve results and expedite projects. Ability to collaborate with administrators, faculty, staff, students, vendors and guests to resolve questions and generate positive solutions; and demonstrated interest and/or ability to work in a diverse environment. Must have exemplary interpersonal skills to handle diverse and highly sensitive situations.

Required Qualifications: Knowledge and Abilities: 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 a knowledge of business mathematics beyond basic arithmetic, The ability to use and quickly learn new office support technology systems and software packages is also a prerequisite. Comprehensive and detailed knowledge of the university infrastructure, policies, and procedures. Thorough mastery of English grammar, punctuation, and spelling. Expertise In using office software packages, technology, and systems. May function as the office information technology specialist. Ability to interpret and apply policies and procedures independently, and use Judgment 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 understand problems from a broader perspective and anticipate the impact of office administration problems and solutions on other areas. Ability to analyze operational and procedural problems and develop, recommend, and evaluate proposed solutions. Ability to perform business math, analyze budgetary data, and make accurate projections requiring some inference. Ability to effectively write and present own reports. Ability to effectively handle interpersonal interactions at all levels and handle highly sensitive interpersonal situations. Ability to use negotiation and persuasion skills to achieve results and expedite projects. Education/Experience: These 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.

Preferred Qualifications: Bachelor's degree from accredited four-year university is strongly preferred. General knowledge of community and higher education issues and familiarity with campus environment. Experience as a lead worker with strong networking skills. Housing and Residential Engagement experience.

Special Conditions: 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. Working hours for this position are 8:00 am to 5:00 pm with occasional nights and weekends.

License / Certification:

Supervises Employees:* Yes No


If position supervises other employees; list position titles:

Job Duties

JOB DUTIES

% of time	Duties / Responsibilities	Essential / Marginal
65%	<ul style="list-style-type: none">-Supports the financial operation of the department. Performs purchasing card reconciliation, reviews invoices and requisitions for purchase orders, deposits, requests for transfer, and end-of-year fiscal reports.-Facilitates, reviews, and ensures purchasing card transactions are based on practice and policy; analyzes and classifies transactions in accordance with established chart or coding of accounts; creates new accounts; prepares, processes, reconciles, and provides receipts (as appropriate) for transactions.-Coordinates with Contracts and Procurement for Q#s, quoting, vendor research, and obtaining Certificates of Insurance from customers/ vendors.-Analyzes, evaluates, and assists with the development and execution of purchasing processes and policies and makes suggestions for improvement.-Assists with the preparation of year end fiscal reports by collecting and analyzing data.-Maintains office supply inventory and places departmental orders.-Performs various accounts receivable analyses and follows up with vendors on outstanding A/R.- Works independently on student accounts by researching and analyzing anticipated aid, outstanding balances, and charges due.-Assists the Assistant Director with coordinating summer conferences, including obtaining quotes, working with contracts, MOUs, invoices and billing, tours, meal counts, and pre-conference meetings. Provides operational decision making and troubleshooting for event planning.	Essential
25%	<p>Serves as a member of the administrative support team</p> <ul style="list-style-type: none">-Interprets and applies specific operating policies and procedures.-Provides administrative support and assistance with overseeing the high-traffic housing office.- Provides excellent customer service by answering questions, providing accurate information, solving problems, and analyzing student accounts to communicate with residents.-Serves as a liaison and maintains clear communication with residents, staff, vendors, and guests to coordinate seamless housing, events, and conference services experience.-Coordinates special projects and events.	Essential
5%	<p>Provides administrative support to department leadership team</p> <ul style="list-style-type: none">-Schedules staff and committee meetings and makes all necessary meeting arrangements.-Interprets and applies specific operating policies and procedures.-Receives, reads, and routes incoming mail and correspondence.-Composes correspondence, proofreads, and edits documents.-Maintains files and records.	Essential
5%	Other duties as assigned	Essential

SELECTION CRITERIA

 There are no items to show

Physical Mental and Environmental Demands

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

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

Physical and Mental Requirements

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

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:

Environmental Requirements

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

**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:

POSTING DETAILS

Advertising Summary:

Advertisement text:

USERS AND APPROVALS

Justification for Position:

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


Hiring Administrator:*

Kafele Khalfani

Email address: kkhalfani@fullerton.edu

Approval process:*

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

1. MPP Supervisor:	Jennifer Ortiz  Approved Oct 24, 2024
2. Department Head/Associate Dean:	Kafele Khalfani  Approved Oct 24, 2024
3. HR Classifier:	FL-HRDI Classifier  Approved Oct 28, 2024
4. Appropriate Administrator/Dean:	Vincent Vigil  Approved Oct 28, 2024

HR/Faculty Affairs Representative:*

FL-HRDI Classifier

Email address: hrrecruitment@fullerton.edu