



POSITION DESCRIPTION

Department:	Orfalea College of Business – Student Services
Classification Title:	Administrative Support Coordinator I
Working Title:	Student Services Administrative Coordinator
FLSA Status:	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt
Incumbent:	NEW

Position Summary

The vision for the Orfalea College of Business (Orfalea) is to be a transformational leader in experiential business education. Orfalea’s mission is to educate career-ready future business leaders in a polytechnic learn-by-doing environment and produce research that positively influences business and society.

Orfalea Student Services provides an equitable and inclusive environment that supports students’ personal, academic, and career success. Reporting to the Senior Assistant Dean for Student Success and DEI, the Administrative Coordinator will provide administrative support for all Student Services operations. Responsibilities include coordinating events (both large and small) and meetings, managing logistics such as location, catering, and materials, and ensuring smooth execution. Additional duties include assisting with travel requests and arrangements, managing purchasing and expense reimbursements, supporting student clubs, and overseeing the hiring and pay of student assistants. The role also supports student communications and digital signage.

Duties and Responsibilities

The following examples illustrate typical work activities and are not meant to be all inclusive or restrictive:

Essential Job Functions

Daily

90%

1. Supports the Senior Assistant Dean and the Academic and Career Advisors by providing guidance on university and college policies, procedures, and guidelines; evaluate operational and procedural needs and make recommendations for improvements or solutions; and create, update, and maintain reports and data collection.
2. Coordinate events and meetings, including making arrangements for location, food, décor, programs, handouts, and slide decks. This may involve taking meeting minutes, maintaining contact lists, and ensuring the smooth execution of the events. Maintain student services event calendar.
3. Provide Concur Travel System support, reviewing travel requests for accurate chart field strings, and assisting with travel arrangements as needed/requested.
4. Manage purchasing and expense reimbursement processes. This includes serving as the pro-card custodian, coordinating purchasing with the Senior Assistant Dean and Student Services Staff, and ensuring expenses are correctly allocated.
5. Responsible for student assistant hiring, including coordinating hiring processes and time sheet approvals in coordination with the program coordinators for all student assistants involved in student services operations.
6. Provide support to student organized clubs and ensuring compliance with university policies and procedures related to instructionally related activities (IRA's).
7. Support all aspects of student communications in collaboration with the Orfalea Communication Specialist which includes managing the internally facing student services

website; supporting publication of the weekly student newsletter and student event calendar; and managing digital signage.

Related Job Functions

As Needed

10%

1. Perform other job-related duties and special projects as assigned
2. Maintain currency in the knowledge and skills necessary to facilitate industry-leading solutions

Required Education, Experience, and Credentials

Education and Experience:

- High school diploma or its equivalent. Type 45 wpm. Four 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)

Licenses, Certificates, Credentials:

- n/a

Required Skills, Knowledge, and Abilities

1. Demonstrated customer service experience requiring a very high level of diplomacy and professionalism.
2. 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.
3. 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.
4. Excellent communication skills; ability to effectively communicate information in a clear and understandable manner, both verbally and in writing.
5. Thorough knowledge of English grammar, spelling and punctuation.
6. Ability to interpret, communicate and apply policies and procedures.
7. Demonstrated ability to maintain a high degree of confidentiality.
8. Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
9. 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.
10. Working knowledge of or ability to quickly learn University infrastructure, policies and procedures.
11. Thorough knowledge of office systems and ability to use a broader range of technology, systems, and packages.
12. Ability to independently handle multiple work unit priorities and projects.
13. Working knowledge of budget policies and procedures.
14. Ability to perform standard business math, such as calculate ratios and percentages, track financial data, and make simple projections.
15. Ability to draft and compose correspondence and standard reports.
16. Ability to handle effectively a broader range of interpersonal contacts, including those at a higher level and those sensitive in nature.

Preferred Skills and Experience

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

Special Conditions

- Must be willing to travel and attend training programs off-site for occasional professional development.
- 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).

INCUMBENT: I have read this position description and understand its contents.

INCUMBENT NAME	SIGNATURE	DATE
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SUPERVISOR: I certify that all statements on this form are complete and accurate.

IMMEDIATE SUPERVISOR NAME AND TITLE	SIGNATURE	DATE
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DEPARTMENT HEAD: I certify that all statements on this form are complete and accurate.

DEPARTMENT HEAD NAME AND TITLE	SIGNATURE	DATE
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HUMAN RESOURCES USE ONLY

Employee ID#: _____	REQUEST FOR:	CLASSIFICATION INFORMATION
Position Number: _____	<input type="checkbox"/> Update Review for File	Classification Title: ASC I
FTE: _____	<input type="checkbox"/> Classification Review	Class Code/Range: 1035 / 1
<input type="checkbox"/> Permanent	<input type="checkbox"/> New Position Recruitment	CBID: R07
<input type="checkbox"/> Temporary	<input type="checkbox"/> Replacement Recruitment	MPP Job Code: n/a
<input type="checkbox"/> COI Position		Classifier Initials: SJ
Recruitment Number: _____		Date: 10/25/24