



A. Position Data

Incumbent: _____ EmplID: _____ Date: _____
Working Title: Office Coordinator Work Direction Given By: Registrar
(Lead)
Department: Office of the Registrar Reports To Title: Registrar
(Appropriate Administrator)
Division: Student Affairs College (if applicable): _____
Reason:
 Vacant Position Classification Review / In Range Progression Revision Performance Evaluation New Hire
Is this a new position? No

Classification Title: Administrative Support Coordinator I Job Code: 1035
Position Number: 00003263 Level/Range/Grade: 1
FLSA Code: Exempt Non-Exempt Time Base: Check box if Intermittent
Pay Plan: 10/12 month 11/12 month 12/12 month CBU/MOU: R07-Clerical/Administrative CSUEU

B. POSITION PURPOSE

Under general supervision, the Office Coordinator provides administrative and technical assistance to managers and staff in the Office of the Registrar. The incumbent provides a wide range of clerical and administrative support to the department. Duties include: supporting office operations, maintaining inventory and ordering of supplies and equipment; assisting with student employee oversight; preparing accurate revenue/expense, budget projection and related financial documents and reports; reconciling monthly expenses, completing payroll processes, coordination of department events and serving as the Human Resources liaison for the department.

SPECIAL REQUIREMENTS/DESIGNATIONS OF THE POSITION:

California State University, Chico, in accordance with CSU policy, requires that the successful candidate complete a background check (including a criminal records check, sexual offender registry check, and/or fingerprinting) prior to assuming this position. Failure to satisfactorily complete or pass the background check may impact the job offer or continued employment of current CSU employees who apply for posted positions identified as sensitive. This position is considered a sensitive position based on CSU guidelines. Incumbent is responsible for the safety and security of Level 1 data, sometimes also referred to as Level 1 protected data. This is confidential information that is in most cases protected by statutes, regulations, or other legal mandates.

This position as set forth in CSU Executive Order 1083, revised July 21, 2017 is not designated as a required mandated reporter under the California Child Abuse and Neglect Reporting Act.

The duties of this position will include participation in a decision that may have a material/financial benefit to the incumbent. Therefore, this is a "designated position" under the California State University's Conflict of Interest Code and the incumbent will be required to file a Form 700: Statement of Economic Interest and is subject to the regulations of the Fair Political Practices Commission. (Group/Category: Procurement Card Holder, 2) Note this designation is applicable only if Procurement Card is issued.

C. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

NOTE: This Position Description is intended to give an overview of the essential job functions, the general supplemental functions, and the essential requirements for the performance of this job. It is not an exhaustive list of all duties and responsibilities of this position. Other functions may be assigned as deemed necessary.

Does this position include Work Lead Responsibilities? No

List Functional Category with Responsibilities:

% of Priority
Time Weight

List Functional Category with Responsibilities:

% of
Time

Priority
Weight

40%

BUDGET/PAYROLL REPORTING:

- * Maintain up-to-date and accurate records of all allocations, expenditures and balances for the Office of the Registrar. Notify Registrar of potential departmental budget issues.
- * Maintain the department's operation budget using the Budget Tool. Each month upload new actuals, review and update projections, and reconcile the insight account balances.
- * Review budget for areas of possible reduction and run various projection scenarios, quarterly and in consultation with Registrar.
- * Manage department procurement card purchases and reconcile monthly statements.
- * Monitor work study balance and request additional work study funds from VPSA as needed.
- * Develop and maintain a system to reconcile monthly accounting statements for the Registrar's Office utilizing Insight, PeopleSoft Financial and Human Resource systems.
- * Provide updated budget projections to the Director and the Division office.
- * Consult with the Director and develop the initial budgets for individual expenditure categories within the Registrar's Office.
- * Ensure the accuracy of information and take necessary actions to correct errors in fiscal records information pertaining to the budgets and expenditures of the Office of the Registrar departmental accounts.
- * Research, analyze, report, and make recommendations to the Registrar, on the current budget status at the departmental level to ensure that the department is operating in a fiscally sound manner.
- * Responsible for monitoring and reconciling departmental state accounts totaling over \$1.6 million.
- * Has signature authority to approve supplies and services expenditures up to \$2,500 and other budgetary actions.

PAYROLL:

- * Prepare all department Staff Action Forms for HR including promotions, raises, new hires, leaves, resignations, terminations and retirements.
- * Run Timekeeper Absence Review report, review staff absences and work with staff to correct errors prior to supervisor review/approval.
- * Track student time worked, process raises after 200 hours.
- * Coordinate submission of all Absence Report forms.
- * Prepare Attendance Certification forms.
- * Advise staff on general payroll procedures and pay periods.
- * Serves as HR Liaison.
- * Maintain strict confidentiality with regards to information relating to personnel and managerial issues and actions internal to the Registrar's Office and Student Affairs.
- * Prepare student payroll forms, submit hours through PeopleSoft, and approve time.
- * Prepare and submit student employment authorization and change forms.
- * Maintain current log of work study hours worked by student employees.

ADMINISTRATIVE SUPPORT:

- * Provide administrative support for Registrar, Assistant Registrar's and staff in large office with 26 (+/-) permanent employees and 13 (+/-) student employees.
- * Coordinate all new employee onboarding and offboarding to include but not limited to fingerprinting, Software access, Phone/voicemail/email setup with call appearance and rollover settings, key/keycard access & copy code.
- * Ensure that department personnel files are maintained in an orderly and confidential manner.
- * Serve as ITSS liaison for workstation/access issues, re-imaging.
- * Track department training compliance. Ensure department staff are up-to-date with all compliance training requirements by running monthly CSU Learn reports and communicating to staff supervisors to ensure timely completion.
- * Provide support in planning, organizing, and executing events within the office.
- * Maintain/revise and ensure accuracy of Enrollment Management Services and department specific organizational charts, phone lists, active directory, campus directory, email distribution lists, CSU REGS Directory.
- * Screen calls and visitors for the Registrar and resolve issues or direct to appropriate staff.
- * Schedule meetings and room reservations for the Registrar via Outlook and Astra; setup AV as needed for Zoom and Teams online meetings, presentations, and trainings.
- * Maintain the Registrar's appointment calendar including confidential entries.
- * Prepare Travel Requests, Prepayment Registration Requests, Travel Expense Claims and make

35%

List Functional Category with Responsibilities:

- travel arrangements for management and staff attending meetings, conferences, or training off campus.
- * Provide clerical/technical support and advisement for all staff.
- * Responsible for office key card access control as designated by Director: Request and review reports and requests for new/modified access.
- * Coordinate repair and maintenance of multi-function printers.
- * Act as liaison with all areas within the Business and Finance, Division of IT, and Academic Affairs Division.
- * Support Registrar's Office recruitment process, prepare appropriate Human Resources forms, arrange for advertising and scheduling of interviews.
- * Coordinate all facility and construction services, including emergency services.
- * Facilitate staff safety and efficiency by requesting appropriate ergonomic evaluations for staff and following through with implementing recommended changes (i.e., different keyboard, mouse, chair, footrest, etc.).
- * Assist with coordination of and communication regarding department safety plan.
- * Set up training or presentations for staff meetings.
- * Actively participate in staff meetings by providing feedback and making recommendations for improved office work flow.
- * Prepare written correspondence for the Registrar and the Direct Reports including: initiate correspondence as necessary in completion of daily activities. May also provide similar services to the professional staff members.
- * Responsible for purchasing items for the Office of the Registrar through purchase orders or a state issued Procurement Card.
- * Facilitate departmental ticket requests through Team Dynamics as appropriate.
- * Support new and continuing staff with physical space accommodations including but not limited to computer set-up, access to systems and databases, etc.
- * Maintain the Registrar's Office leave calendar.
- * Monitor and track personnel evaluations, providing regular reports to designated supervisors.
- * Oversee Sharepoint and Box accounts, provisioning access as needed.
- * Attend meetings and take meeting notes as needed.
- * Perform other duties as assigned.

REGISTRAR SUPPORT:

- * Meet with Registrar weekly to review ongoing progress on projects and goals, discuss initiatives, provide updates on budget and office management, brainstorm on Registrar's Office process improvements/communication efforts and ways to improve students' experiences and customer service.
- * Assist Registrar and Assistant Registrars in researching and managing projects to improve processes and department function, including coordination with other departments. Includes tracking office websites, software used, etc.
- * Maintain Department travel history, track professional development opportunities (who, where when, costs) - communicate to supervisors to aid in professional development of staff to meet department needs.
- * Create and update business process guides as needed to document policies and procedures for the Office Coordinator position.
- * Assist in editing and submission of REGS Annual Report.
- * Serve as telecommunication liaison for auto attendant and TASKE issues to optimize customer interactions, driver operational efficiency, facilitate telecom innovation, and reduce customer frustration.
- * Provide administrative support to the Office of the Registrar Procedure Review Committee.
- * Design and maintain forms necessary for Registrar's Office data collection.
- * Assist with Audit compliance as needed.
- * Assist Registrar and Assistant Registrar's with onboarding and maintaining TargetX/Salesforce CRM platform as appropriate.

25%	
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Total should equal 100% Time and 100 Weight Total 100% 0

D. GENERAL GUIDELINES AND EXPECTATIONS

1. Represents the University promoting a positive public image.

2. Acknowledges, respects, and values each individual.
3. Applies the highest standard of excellence to the delivery of service to our customers and community.
4. Demonstrates an open, participatory, team-oriented style; working cooperatively toward the achievement of your department's mission and goals; and demonstrating flexibility and adaptability regarding changes.
5. Keeps commitments. Notifies supervisor if a deadline cannot be met by describing what measures can be taken to correct the situations.
6. Maintains knowledge and skills at a level necessary to perform work.
7. Adheres to established work hours including starting time, and lunch and rest breaks. Provides appropriate planning and notice for all absences.
8. Is fiscally responsible with the organization's equipment, property and funds.
9. Adheres to the highest level of professionalism by demonstrating honesty, integrity and reliability. Encourages others to act in this professional manner.
10. Demonstrates the ability to effectively establish and maintain cooperative working relationships with a diverse multicultural environment.

Additional Guidelines and Expectations

E. QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position requires the ability to effectively establish and maintain cooperative working relationships within a diverse multicultural environment.

1. Demonstrated Knowledge, Skills and Abilities

Must have the knowledge, skills and abilities to perform the responsibilities of this position as stated in the sections for Essential Functions and Responsibilities, Work Lead Responsibilities (if applicable) and General Guidelines and Expectations.

KNOWLEDGE:

Incumbent must possess:

Thorough knowledge of:

- * Office systems, methods, standard procedures and practices.
- * English grammar, punctuation, and spelling.

Fluency in using standard office equipment (computers, copiers, phones) and standard office software packages such as, Microsoft Office (Word, Excel, and Outlook) and ability to use a broad range of technology systems and software.

Working knowledge of:

- * Budget policies and procedures.
- * Records retention practices and policies.
- * Knowledge of business mathematics beyond basic arithmetic.

SKILLS:

Incumbent must possess:

- * Active problem solving and effective interpersonal skills as work often involves frontline contact with a variety of campus and community individuals to perform services and support functions that require a professional demeanor at all times.
- * Demonstrated competence in understanding, interpreting, and communicating procedures, policies, information, ideas, and instructions.
- * Demonstrated competence in effectively presenting standard information in writing.
- * Typing and keyboarding skills.

ABILITIES:

Incumbent must have the ability to:

- * Independently handle multiple work unit priorities and projects.
- * Effectively handle a broad range of diverse interpersonal contacts, including those at a high level and those sensitive in nature.
- * Perform standard business math, such as calculate ratios and percentages, track financial data, and make simple projections.
- * Draft, compose and appropriately format correspondence and reports.

- * Use and quickly learn standard office equipment, a broad range of technology systems and standard computer software packages, such as Microsoft Word, Excel, Outlook.
- * Clearly communicate orally and in writing.
- * Learn, independently interpret, and apply a wide variety of complex policies and procedures, where specific guidelines may not exist.
- * Understand and operate in a variety of organizational structures.
- * Identify and solve standard problems where policy and procedures are referenced and refer more complex problems to appropriate staff.
- * Apply independent judgment, discretion, and initiative to address problems, participate in developing practical, thorough and, at times, creative solutions.
- * Respond to routine inquiries and explain standard policies and procedures to others.
- * Organize and direct workflow for the smooth and effective operation of the work unit.
- * Compile and assemble reports, using judgment and discretion in selecting and analyzing information for inclusion, and effectively present the information.
- * Troubleshoot technology problems using knowledge of error messages and of operating systems.
- * Perform assigned duties.

2. Education and/or Experience

This position 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. These qualifications, and those listed above, would normally be obtained through completion of a high school program, technical/vocational program, or their equivalents combined with three years of related office work experience.

F. PHYSICAL REQUIREMENTS

The physical requirements described are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Incumbent/applicant will need to be able to perform the essential job functions (duties) of this position with or without reasonable accommodation. This position alternates between remaining in a stationary position operating a personal computer for long periods of time and frequently moving about inside the office. Must be able to travel across campus to other offices and buildings for meetings and events. Also refer to the Physical Requirements & Work Environment form regarding this position.

G. WORK ENVIRONMENT

Work is performed in a typical office environment operating standard office equipment. Also refer to the Physical Requirements & Work Environment form regarding this position.

H. PREFERENCES - This section is for recruitment purposes only

Please indicate what special skills, education or knowledge are preferred.

I. ADDITIONAL RECRUITMENT INFORMATION - This section is for recruitment purposes only

APPROVAL

In Order of Approval

Incumbent: _____ Date: _____

Appropriate Administrator: _____ Date: _____

Vice President (or Designee): _____ Date: _____

Classification/Compensation: _____ Date: _____