



**A. Position Data**

Incumbent: Vacant/Recruitment EmplID: \_\_\_\_\_ Date: \_\_\_\_\_  
 Working Title: Administrative Support Coordinator Work Direction Given By: Administrative Support Lead  
 (Lead)  
 Department: IT Administrative Service Center (IASC) Reports To Title: Director-IASC  
 (Appropriate Administrator)  
 Division: Office of the Chief Information Officer College (if applicable): \_\_\_\_\_  
 Reason:  
 Vacant Position  Classification Review / In Range Progression  Revision  Performance Evaluation  New Hire  
 Is this a new position? \_\_\_\_\_

Classification Title: Administrative Support Coordinator Job Code: 1035  
 Position Number: 00006380 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**

Working independently under general supervision, Information Technology Administrative Service Center (IASC) Director, the incumbent independently provides full range of administrative support for the Division of Information Technology (DoIT). Duties include processing student employee appointments, separations, payroll and tracking work study awards; provide clerical support for IASC Services, including processing Charge Authorization Forms (CAF's) and maintaining accurate filing systems, answering phones, processing mail, maintaining files and records, scheduling appointments, bookkeeping, coordinating travel and events. Incumbent also spends a significant amount of time coordinating projects, including ITSS inventory project. Day-to-day work is performed independently under general supervision. Work is supervised in terms of overall accomplishments.

**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 positions. Other functions consistent with your *Classification Standards* may be assigned as deemed necessary.”

Does this position include Work Lead Responsibilities? No \_\_\_\_\_

### List Functional Category with Responsibilities:

% of Time	Priority Weight
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35%	
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#### **PURCHASING:**

- \* Duties are performed with a high level of accuracy and attention to detail.
- \* Serves as a liaison with Procurement.
- \* Coordinates phases of purchasing for services, supplies and equipment.
- \* This includes, working in Team Dynamix system, obtaining quotes from hardware/software vendors, completing requisitions, charge authorizations, collecting ITPR's and other related documents.
- \* Researches discrepancies, verifies invoices, obtains necessary approvals, and forwards invoices for payment, collecting receipts and reconciling DoIT ProCard statements.
- \* Maintains complex spreadsheets and tracks purchases.

#### **TRAVEL, PROJECTS AND OTHER DUTIES:**

- \* Duties are performed with a high level of accuracy and attention to detail.
- \* Assists with preparing purchase and travel justifications.
- \* Coordinates travel arrangements for personnel and processing related paperwork, prior to and after travel has occurred.
- \* Reconcile and process travel expenses claims.
- \* Participates as a member of the Division of Information Technology (DoIT) team in meetings, etc.
- \* Maintains PeopleSoft technology skills, keeping up-to-date, by attending training as new upgrades are implemented.
- \* Coordinates centralized ITSS Computer Inventory Project. This requires researching, analyzing, compiling and tracking information across several departments and several systems, and ensuring the proper reimbursement of costs incurred from providing the product from inventory and also preparing the file upload for billing the customer.
- \* Coordinates the Wildcat Printing Department Disbursement Project. Gathers data monthly from several different campus systems and departments. Analyzes, compiles and disperses the monthly revenue and accurately reconciles and distributes the revenue across the Wildcat printing program.
- \* Reads executive memorandums issued, attends workshops and information sessions necessary to maintain a working knowledge of campus policies.
- \* Facilitates clerical and/or administrative functions to conduct and/or participate in special projects.
- \* Performs other special projects and duties as assigned.

35%	
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#### **DoIT STUDENT EMPLOYMENT PROCESS MANAGEMENT:**

- \* Prepares Student Employment Authorization (SEA) forms for Information Resources to hire student employees, ensure hiring and employment information is accurate, and that salary schedules are followed in timely fashion.
- \* Prepares, distributes, collects, and reviews student time sheets with a high level of accuracy and attention to detail.
- \* Enters and approves students hours worked in PeopleSoft.
- \* Submits student time sheets to Student Employment; keeping copies for records.
- \* Completes PT-11 forms for student pay corrections as necessary.
- \* Notifies HR of involuntary separations.
- \* Completes Student Employment Authorization (SEA) form to separate student employees.
- \* Validates Work-Study awards for student employees.
- \* Tracks Work-Study hours and reconciles with Work-Study award.
- \* Completes Student Employment Authorization (SEA) forms for wage increases as directed by student supervisors.
- \* Performs student payroll reconciliation including comparison data entered into PeopleSoft with what actually posted in Insight reports, and prepares PT-11 forms if necessary to correction discrepancies.
- \* Works with all IRES supervisors to verify student employees schedule changes and assist where necessary.

20%	
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List Functional Category with Responsibilities:

- \* Processes monthly student payroll.
- \* Tracks, reconciles, maintains and monitors student payroll hours for the budget.
- \* Logs student payroll information on a centralized spreadsheet.
- \* Audits student payroll for accuracy against labor cost.
- \* Monitors hours worked for both student assistant and work study.
- \* Provides work study award balances and projects available work hours for managers on a monthly basis.
- \* Oversees student pay rate and departmental adjustments for changes.
- \* Provides supervision for student employees which includes scheduling and assigning work, providing training and orientation, and providing input on student employee selection and performance.
- \* Works closely with Human Resources to implement student automated reporting for DoIT.

ADMINISTRATIVE SUPPORT:

- \* Duties are performed with a high level of accuracy and attention to detail.
- \* Provides full range of administrative support for Managers and DoIT Staff.
- \* Develops office processes and work-flow for Associate Director's approval.
- \* Provides reception services, including, answering telephones, walk-in inquiries, and advising/directing individuals as appropriate.
- \* Receives, sorts, screens and distributes incoming mail.
- \* Manages department calendars and coordinates meetings and completes related tasks, such as collecting agenda items, compiling and distributing documents, sending meeting requests, etc.
- \* Records and disseminates meeting minutes, and follows up on action items.
- \* Independently locates, researches, assembles, edits and summarizes material, information and data for administrative actions.
- \* Maintains and coordinates department equipment and supplies inventory.
- \* Coordinates Facilities Management moves and repairs, and coordinates and monitors telephone and network installations.
- \* Coordinates events, completing vendor agreements and details, scheduling facility reservations and arranging setup, catering, attendance, etc.

10%	
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Total should equal 100% Time and 100 Weight	Total	100%	0
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**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 multi-cultural environment.

Additional Guidelines and Expectations

NA

**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. Will occasionally lift or move equipment or shipments up to 10 lbs. May need 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: \_\_\_\_\_