



# POSITION DESCRIPTION

**Department:** Service Learning and Civic Engagement  
**Working Title:** Administrative Coordinator for Service Learning and Civic Engagement  
**Job Code:** 1035  
**Time Base:** 1.0  
**Position Number:** 00006419  
**Union / Unit:** California State University Employees' Union (CSUEU) / Unit 7

**Position Reports To:** Dean, Undergraduate Studies  
**Classification:** Administrative Support Coordinator  
**Range Code:** 2  
**Exempt or Non-Exempt:** Non-Exempt  
**Last Update:** 7/23//2024

## PURPOSE OF POSITION:

Under general supervision of the Dean of the Office of Undergraduate Studies and the lead direction of the Associate Director of Experiential Learning and the Faculty Director of Service Learning, the Coordinator for Service Learning and Civic Engagement is responsible for a wide range of administrative and coordination tasks associated with providing a quality student, faculty, and community partner experience. The incumbent must be able to work collaboratively with staff, administrators, and high-level internal and external constituents in a fast-paced environment while remaining flexible, proactive, resourceful, and efficient. A high level of professionalism and confidentiality is crucial in this position. The incumbent is expected to independently solve a broad range of operational, procedural, and administrative issues, which may require research, analysis, and evaluation of information, including ingenuity in developing solutions.

## MAJOR RESPONSIBILITIES:

	<u>% of Time</u>
1. Service Learning Program Administrative Support	70%
2. Civic Engagement Program Administrative Support	30%

## LIST OF TASKS FOR EACH MAJOR RESPONSIBILITY:

1. **Service Learning Program Administrative Support (70%)**
  - a. Provide high-level customer service and serve as the front-line response to all inquiries by students, faculty, staff and community partners, and include the Faculty Director of Service Learning as appropriate.
  - b. Oversee all aspects of student placements which include compliance tracking, communication, reporting, training and providing oversight to student assistant(s) with some of these tasks when appropriate.
  - c. Serve as liaison between the Service Learning Department and Service Learning community partners.
  - d. Perform administrative duties related to creating, communicating, entering and tracking University Community Partnership Agreements.
  - e. Maintain S4 database information and forms.
  - f. Assist with troubleshooting S4 database errors/issues.
  - g. Lead the administrative planning of Service Learning events and participate in the events. including hospitality paperwork and purchasing, ensuring expenses remain within budget in consultation with the Faculty Director of Service Learning and OUGS Resource & Contracts Analyst.
  - h. Consult with OUGS Resource & Contracts Analyst when preparing paperwork for Special Consultants, Independent Contractors, and invited guests.
  - i. Lead administrative tasks associated with guest visits such as room reservations, scheduling, parking, etc.
  - j. Manage office inventory of supplies and request/purchase as needed.
  - k. Assist in preparing and tracking travel requests,
  - l. Assist in developing marketing strategies; assist with marketing material creation and dissemination.
  - m. Implement and provide recommendations for improving Standard Operating Procedures (SOPs).
  - n. Assist Faculty Director of Service Learning in budgetary planning and management.
  - o. Assist in recruiting, hiring, monitoring, time keeping, task management, and payroll issues of student assistant(s).
  - p. Serve as a backup for student assistant (s) and SLCE Virtual MS Teams Front Desk Assistant.
  - q. With leadership from the Associate Director and Faculty Director of Service Learning, and in collaboration with the Assistant Dean, assist with preparing, entering, and translating faculty, student, and Community Partner data in various forms and databases, including but not limited to PeopleSoft, S4, and Excel spreadsheets.
  - r. Other duties as assigned.

2. **Civic Engagement Program Administrative Support (30%)**
  - a. Provide administrative support to the Associate Director, Experiential Learning and Faculty Liaison of Civic Engagement (e.g., suggest/schedule meetings, reserve meeting spaces; prioritize meeting requests, prepare materials for meetings, prepare travel documents, assist with budget).
  - b. Provide support for the administrative planning of Civic Engagement events, including hospitality paperwork and purchasing, ensuring expenses remain within budget in consultation with the Associate Director of Experiential Learning and OUGS Resource & Contracts Analyst.
  - c. Consult with OUGS Resource & Contracts Analyst when preparing paperwork for Special Consultants, Independent Contractors, and invited guests.
  - d. Support administrative tasks associated with guest visits such as room reservations, scheduling, parking, etc.
  - e. Manage office inventory of supplies and request/purchase as needed.
  - f. Assist in preparing and tracking travel requests,
  - g. Assist in developing marketing strategies; assist with marketing material creation and dissemination.
  - h. Implement and provide recommendations for improving Standard Operating Procedures (SOPs).
  - i. Assist Associate Director of Experiential Learning in budgetary planning and management.
  - j. Assist in recruiting, hiring, monitoring, time keeping, task management, and payroll issues of student assistant(s).
  - k. Serve as a backup for student assistant (s) and SLCE Virtual MS Teams Front Desk Assistant.
  - l. With leadership from the Associate Director and Civic Engagement Faculty Liaison, and in collaboration with the Assistant Dean, assist with preparing, entering, and translating faculty, student, and Community Partner data in various forms and databases, including but not limited to PeopleSoft, S4, and Excel spreadsheets.
  - m. Other duties as assigned.

## **PROVIDES LEAD DIRECTION OF OTHERS**

*Student Assistant(s)*

## **REQUIREMENTS OF POSITION:**

1. **List education and experience required**
  - a. Five years of progressively responsible administrative office support experience and responsibilities, with knowledge of office methods, procedures, and practices; or an equivalent combination of education and experience.
  - b. One year of experience planning and coordinating events.
  - c. Experience coordinating and monitoring budgets.
  - d. Must possess a valid California driver's license and automobile insurance; a California State University defensive driving course must be passed upon acceptance of the position.
  - e. Preferences:
    - i. Bachelor's degree
    - ii. Experience in a higher education academic setting
2. **List knowledge, skills, and abilities required for this position.**
  - a. Demonstrated ability to handle effectively a broad range of interpersonal contacts, including those at a higher level and those sensitive in nature.
  - b. Ability to quickly learn detailed knowledge of the university infrastructure, policies, and procedures
  - c. Strong written communication skills and attention to detail to draft, proofread and edit business documents.
  - d. Thorough knowledge of English grammar, spelling and punctuation.
  - e. Working knowledge of Microsoft Office Suite with expertise in Microsoft Word and Excel.
  - f. Thorough knowledge of office methods, procedures and practices with emphasis on technology-based systems and procedures.
  - g. Knowledge of the principles and practices of budget maintenance and support.
  - h. Demonstrated ability to use business mathematics and basic statistical techniques.
  - i. Demonstrated ability to run reports from a centralized accounting system and extrapolate and compare relevant data.
  - j. Demonstrated ability to identify errors and discrepancies, research, and rectify problems.
  - k. Demonstrated ability to learn, interpret independently, and apply a variety of complex policies and procedures.
  - l. Demonstrated ability to plan, organize, coordinate, prioritize and perform multiple work assignments while consistently meeting deadlines
  - m. Demonstrated ability to respond to routine inquiries and disseminate information.

- n. Demonstrated ability to establish and maintain a working relationship with others within and outside of the work group.
  - o. Must be flexible and able to handle multiple items in a fast paced environment.
  - p. Must have excellent customer service, interpersonal, written and oral communication skills as well as a demonstrated commitment to the principles of diversity and multiculturalism.
  - q. Demonstrated ability to coordinate and schedule meetings, conferences, seminars, events and travel arrangements.
  - r. Ability to provide lead direction and training to student assistants.
  - s. Demonstrated ability to apply independently a wide variety of complex policies and procedures where specific guidelines may not exist.
  - t. Demonstrated ability to exercise discretion and maintain confidentiality; ability to recognize sensitive matters and use sound judgment in working with personnel issues, potential and current donors, referring visitors and screening incoming calls.
  - u. Demonstrated ability to use forethought, discretion and independent judgment in problem solution.
  - v. Demonstrate ability to work in a fast-paced environment and to work independently with minimal supervision, using initiative to begin and complete work.
3. **List machines, tools, equipment, and motor vehicles used in the performance of the duties**
- Standard office and communications equipment
  - Operations of State Vehicles including van or electric cart may be required for University events
4. **Unique working conditions**
- This position will occasionally require the individual to work after hours for department or division events
5. **Other Employment Requirements**
- This position is subject to a background check including, but not limited to, employment verification, education verification, reference checks and criminal record checks. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.
  - This position is a "designated position" in the California State University's Conflict of Interest Code. The incumbent in this position is required to file Conflict of Interest forms subject to the regulations of the Fair Political Practices Commission. This position is required to file the Form 700 under disclosure category 2.
  - Must participate in required campus trainings including, but not limited to, Information Security Awareness Training and Sexual Violence Awareness and Prevention "EDU: Eliminate Campus Sexual Misconduct."
  - This position is required to complete Sexual Harassment Prevention training "EDU Supervisor: Anti-Harassment, Discrimination, Retaliation."

**PURPOSE AND NATURE OF WORK RELATIONSHIPS:**

Define working relationships with people on and off campus (other than supervisor or people supervised) with whom this employee interacts on a continuing basis, and how often this interaction occurs.

External Community Partners	Calendaring/information dissemination	Daily
Faculty/Students	Calendaring/information dissemination	Daily
Campus Administrators	Set appointments, follow up	Weekly
Campus Administrative Offices	Reconcile budget records/obtain information/ Event set-up/logistics, Etc.	Weekly
Advisory Boards/Committees	Schedule meetings/Take minutes/ prepare agendas	Monthly

**PHYSICAL EFFORT:**

Check the appropriate box for each of the following items which most accurately describes the extent of the specific activity performed by this employee on a daily basis.

**PHYSICAL EFFORT**

	Number of hours/day				
	N/A	1-2	3-4	5-6	7+
1. Sitting				x	
2. Standing		x			
3. Walking		x			
4. Bending (neck)		x			
Bending (waist)		x			
6. Twisting (neck)		x			
7. Twisting (waist)	x				
8. Crawling	x				
9. Climbing	x				
10. Reaching (above shoulder)	x				
11. Reaching (below shoulder)	x				
12. Walking on uneven ground	x				
13. Crouching					
14. Kneeling	x				
15. Balancing	x				
16. Pushing or pulling	x				

	Number of hours/day				
	N/A	1-2	3-4	5-6	7+
17. Fine manipulation		x			
18. Simple grasping		x			
19. Power grasping	x				
20. Lifting or carrying					
A. 10 lbs or less		x			
B. 11 to 25 lbs	x				
C. 26 to 50 lbs	x				
D. 51 to 75 lbs	x				
E. 76 to 100 lbs	x				
F. Over 100 lbs	x				
21. Keyboard use				x	
22. Mouse use				x	
23. Repetitive use of hands/arms		x			
24. Repetitive use of legs/feet	x				
25. Eye/hand coordination				x	

- 26. Driving cars, trucks, forklifts and other equipment
- 27. Being around scientific equipment and machinery

Yes	No
x	
	x

**MENTAL EFFORT**

	Number of hours/day				
	N/A	1-2	3-4	5-6	7+
1. Directing others		x			
2. Writing		x			
3. Using math/calculations		x			
4. Talking			x		
5. Working at various tempos			x		
6. Concentrating amid distractions					x
7. Remembering names				x	
8. Remembering details				x	
9. Making decisions			x		
10. Working rapidly			x		
11. Examining/observing details			x		
12. Discriminating colors	x				

**ENVIRONMENTAL FACTORS**

	Number of hours/day				
	N/A	1-2	3-4	5-6	7+
1. Inside					x
2. Outside	x				
3. Humid	x				
4. Hazards	x				
5. High places	x				
6. Hot	x				
7. Cold	x				
8. Dry	x				
9. Wet	x				
10. Extreme change of temp	x				
11. Dirty/dusty	x				
12. Exposure to gas, fumes or chemicals	x				
13. Odors	x				
14. Noisy			x		
15. Working w/others			x		
16. Working around others			x		
17. Working alone		x			

**SIGNATURES**

The last sheet for any staff position description should contain the signature sheet. Signatures will include the incumbent's signature (if applicable) or new employee; the supervisor's signature and all pertinent administrative personnel.

**Employee**

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Appropriate Administrator (MPP)**

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Dean/Department Head/Director/AVP (optional)**

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_