



MPP / Staff Position Description

HUMAN RESOURCES USE ONLY	
Conflict of Interest (COI) Designated: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Mandated Reporter: <input type="checkbox"/> Limited <input checked="" type="checkbox"/> General <input type="checkbox"/> N/A Review Date: 07/11/2024	<u>MPP Positions Only</u> MPP Job Code: Job Family: Job Function: Job Category:

Mandated Reporter Per CANRA YES NO

The person holding this position is considered a ‘mandated reporter,’ under the California Child Abuse and Neglect Reporting Act (CANRA) and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.

Please Note: A current and accurate signed Position Description is required for each MPP / Staff position and must be on file in the Center for Human Resources. After completion, the Position Description should be reviewed, signed and dated by the employee, the supervisor and the Center for Human Resources - Classification and Compensation.

Please check one:	<input type="checkbox"/> New Position	<input checked="" type="checkbox"/> Existing Position Update
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Date:	July 8, 2024
Department & Division:	Office of Housing Administration - Business and Financial Affairs
Employee Name <i>(leave blank if vacant):</i>	Wren Ya Bergin
Current Classification & Grade:	Administrative Support Assistant II
FLSA Status: <i>(exempt or non-exempt)</i>	Non-Exempt
Working Title:	Administration and Housing Facilities Services Assistant
Position Number & Job Code:	10006225 & 1032
Working Title & Position Number of HEERA Designated Appropriate Administrator:	Associate Director of Administration, Administrator II - 10002574

I. FUNCTION OF THE EMPLOYING UNIT:

State the basic purpose of the Department/Unit in one brief paragraph. Include the division's DEI statement here.

- The Division of Business and Financial Affairs is responsible for ensuring a safe, productive campus environment while providing the highest quality service in support of academic excellence through thoughtful stewardship of financial, technological, infrastructure and human resources at San Diego State University.
- The Office of Housing Administration (OHA) is a self-funded operation responsible for planning, providing, and administering housing operations, services, and facilities with over 100 employees and over 150 student assistants with an annual operating budget exceeding \$136,000,000. OHA provides housing for over 8,500 students in 25 communities with over 2 million sq. ft. of residential facilities. The OHA manages the operation of residence halls, apartments, and conference and event spaces. The OHA supports the educational mission of the Residential Education Office (REO) while providing business operations for all housing-related functions in support of a quality environment to enhance the student educational experience.

II. PURPOSE OF POSITION:

State the basic purpose of the position in one to three specific statements.

- Under the supervision of the Associate Director of Administration, the Administration and Housing Facilities Services Assistant is responsible for providing administrative and operational support in the areas of student housing assignments, student account billing, and procurement assistance. The Administration and Housing Facilities Services Assistant is also responsible for providing administrative and operational support to the Housing Facilities Services area. Work includes facilitating efficient operations and supporting various areas of Housing Facilities Services, including procurement needs, timekeeping and timesheets, mold assessment coordination in partnership with the Business Operations Coordinator, service requests, assisting in onboarding and offboarding student assistants and staff, and providing student, parent staff support, as needed.
- This position plays a critical role in ensuring efficient operations and supporting the needs of the Office of Housing Administration. In partnership with the Executive Director, Senior Associate Director, Associate Directors, other managers, staff, and students, this position assists in carrying out the mission, vision, and values of the Office of Housing Administration and is responsible for supporting and contributing to an atmosphere that facilitates respect, inclusivity, collaboration, and growth.

III. CHANGES IN RESPONSIBILITIES:

- N/A

IV. MAJOR RESPONSIBILITIES:

Clearly list the major responsibilities/essential functions in descending order from the most important to the least important. Indicate the approximate percentage of time spent in each (percentages should not be less than 5%). The percentage must total 100%.

Description of Responsibilities:	(%) Percent of Time
<p>Administration Support: The Administration and Housing Facilities Services Assistant is responsible for providing support to the Administration area with the following responsibilities.</p> <p>Student Housing Assignments:</p> <ol style="list-style-type: none"> 1. Assist with student housing assignment processes, including maintaining accurate records, processing contract release requests, serving 3-day Notice to Quit or Perform letters, assisting with abandonments, updating student information, and coordinating room assignments. 2. Respond to inquiries from students, parents, and staff regarding housing assignments, policies, and procedures. 3. Collaborate with the Housing team to ensure timely and accurate assignment notifications to students. <p>Student Account Billing Support:</p> <ol style="list-style-type: none"> 1. Provide support for student account billing processes, including bills, payment assistance, and assist with maintaining financial records. 2. Assist students with account inquiries, payment plans, and financial hold procedures. 3. Collaborate with the Student Financial Services team to assist in reconciling student account discrepancies and resolve billing issues. 4. Assist with processing 3-Day Notice to pay or Quit letters. 5. Assist with the damage billing process at the end of the fall and spring terms. 6. Assist with processing philanthropy award funds for qualified students. <p>Procurement Assistance (OHA):</p> <ol style="list-style-type: none"> 1. Assist with procurement processes, such as creating purchase orders, tracking orders, and maintaining procurement records. 2. Liaise with vendors and internal stakeholders to ensure timely delivery of goods and services. 3. Support inventory management by maintaining accurate records of supplies and equipment. 4. Use PCC or Travel credit cards to help process payments for the Office of Housing. 	<p>40%</p>
<p>Housing Facilities Services Support: The Administration and Housing Facilities Services Assistant is responsible for providing support to the Housing Facilities Services area with the following responsibilities.</p> <p>Procurement Assistance (HFS):</p>	<p>40%</p>

Employee Name:

Description of Responsibilities:	(%) Percent of Time
<ol style="list-style-type: none">1. Assist with procurement processes, including creating purchase orders, tracking orders, and maintaining procurement records for housing facilities services.2. Collaborate with vendors and internal stakeholders to ensure timely delivery of goods and services.3. Maintain accurate inventory records and assist with inventory management.4. Assist with the management of supply distribution for maintenance and custodial staff.5. Use PCC credit card to help process payments for the Housing Facilities Services. <p>Timekeeping:</p> <ol style="list-style-type: none">1. Support timekeeping processes for housing facilities services staff, ensuring accurate recording and reporting of hours worked.2. Assist with managing timesheets, leave requests, and payroll-related documentation, including overtime calculations and reporting.3. Provide support and guidance to staff regarding timekeeping procedures. <p>Mold Assessment Coordination:</p> <ol style="list-style-type: none">1. Assist with coordinating and scheduling mold assessments in housing facilities.2. Maintain accurate records of mold assessments and follow-up actions.3. Collaborate with appropriate teams to address mold-related issues promptly and effectively. <p>Service Requests:</p> <ol style="list-style-type: none">1. Receive and process service requests from students, parents, and staff regarding housing facilities.2. Coordinate with maintenance staff to ensure timely resolution of service requests.3. Provide status updates and communicate with requestors regarding progress and completion of service requests. <p>Student and Parent Support:</p> <ol style="list-style-type: none">1. Respond to inquiries and provide support to students and parents regarding housing facilities services.2. Address concerns, provide information, and ensure a positive and helpful experience.3. Collaborate with other departments as needed to address specific student and parent needs. <p>Staff Support:</p> <ol style="list-style-type: none">1. Assist housing facilities services staff with timekeeping needs and access to electronic systems.	

Employee Name:

Description of Responsibilities:	(%) Percent of Time
2. Maintain staff records, including training records, certifications, and performance evaluations. 3. Provide support during staff meetings and training sessions. 4. Assist with the recruitment and selection of HFS student assistants, onboarding and offboarding student assistants, and supporting student assistant timekeeping.	
Housing Support: Provide seasonal support to the Communications and Strategic Initiatives and Business Operations as needs and demand for support are required	10%
Other Duties as Assigned: 1. This position is responsible for maintaining professional and technical knowledge by attending educational workshops, reviewing professional publications, and establishing personal networks. 2. This position will attend meetings and participate in committees as needed.	10%
Total =100%	100%

V. LEAD WORK DIRECTION OVER OTHERS:

List of individuals the incumbent supervises/leads. Indicate the type of supervision, whether direct (directly supervises the position and conducts performance evaluation) or general (acting in a lead capacity or assigning work).

Classification	Working Title	Type of work direction (Direct or General)
N/A	N/A	N/A

VI. POSITION REQUIREMENTS:

A. List education and years of experience required that are based on the classification standards.

- Entry to this classification requires fundamental written and oral communication skills, including a sound foundation in English grammar, spelling, and punctuation; an ability to understand standard office procedures; an ability to operate standard office equipment; an ability to learn office technology systems; an ability to perform basic arithmetic calculations; and typing and keyboard skills.
- These entry qualifications would normally be obtained through completion of a high school program or its equivalent and some experience in an office environment.

B. Skills, knowledge, and abilities required for this position that are based on the classification standards

Employee Name:

- Experience to be proficient in performing most or all work assignments.
- General working knowledge of applicable university infrastructure, policies, and procedures.
- Thorough knowledge of office methods, procedures, and practices.
- Fluency in using standard office software packages.
- Thorough knowledge of English grammar, punctuation, and spelling.
- Ability to use standard office equipment.
- Ability to identify and solve standard problems and refer more complex problems to appropriate staff.
- Ability to learn, interpret independently, and apply a variety of complex policies and procedures. Able to identify deviations from applicable policies.
- Ability to apply independent judgment, discretion, and initiative to address problems and develop practical, thorough and, at times, creative solutions.
- Ability to perform standard arithmetic functions of a transactional nature, including tracking and comparing data.
- Work often involves front line contacts with a variety of campus and community individuals requiring active problem solving and effective interpersonal skills.
- Demonstrated competence in effectively presenting standard information in writing.
- Fundamental writing and presentation skills to effectively communicate standard information.
- Demonstrated competence in understanding, interpreting, and communicating procedures, policies, information, ideas and instructions.

C. Specialized skills required for this position

D. License and Certification Required (I.e., Driver’s License and Grade, Certification, etc.)

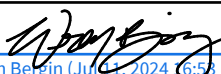


- Valid state-issued driver’s license.

VII. PREFERRED QUALIFICATIONS:

- Experience using Microsoft Office applications and Google Suites
- Minimum of 1 year Customer service experience
- Congregate living administrative support experience
- Spanish-speaking

VIII. SIGNATURES:

The signature indicates position description is an accurate and correct statement of duties and responsibilities assigned to the position. (Limited to 3 Signers as listed below)

 <small>Wren Bergin (Jul 11, 2024 16:58 PDT)</small>		Jul 11, 2024
Incumbent’s Signature/Acknowledgment		Date
 <small>Cynthia Cervantes (Jul 8, 2024 13:22 PDT)</small>		Jul 8, 2024
Appropriate Administrator Signature		Date
 <small>Frankie Gutierrez (Jul 8, 2024 16:20 PDT)</small>		Jul 8, 2024
Classification & Compensation Services		Date

Employee Name:

Attachment A

Complete for all positions

To comply with the provisions of the Americans with Disabilities Act, specify the physical, mental, and environmental conditions of the essential functions of the job, please complete the sections below.

Physical Summary: Choose one description out of the categories below that best describes this position.

- Sedentary Work:** Involves mainly sitting. Walking and standing are minimal. Lifting is limited to lightweight objects (10 pounds or less).
- Light Work:** Job involves some lifting of medium weight objects (10-20 pounds) and/or 10% -20% of the job involves standing or walking.
- Medium Work:** Job involves lifting heavy-weight objects (20-40 pounds) and/or 20%-40% of the job involves standing, squatting, kneeling, or walking. May require pushing or pulling objects within the weight limits.
- Heavy Work:** Job involves lifting more than 40 pounds. Approximately half of the incumbent's time will be spent walking, standing, squatting, kneeling, or climbing.

Use the codes below for each of the items which most accurately describe the extent of the specific activity performed in this position.

"C" = constantly or 6-8 hours per day

"F" = frequently or 3-6 hours per day

"O" = occasionally or up to 3 hours per day

"N" = never

Physical Requirements of the Position		Mental Requirements of the Position	
O	Bending (neck)	C	Reading & Comprehending
O	Bending (waist)	F	Writing
N	Climbing	F	Performing Calculations
N	Crawling	F	Communicating Orally
N	Kneeling	F	Reasoning & Analyzing
O	Pushing/Pulling	F	Decision Making
F	Sitting	O	Directing/Coordinating Others:
N	Squatting		Other:
F	Standing	Environmental Working Conditions	
O	Twisting (neck)	N	Exposure to variations in temperature/humidity
O	Twisting (waist)	N	Exposure to chemicals, gases, dust or fumes
O	Walking	O	Operates machinery or drives motorized equipment
O	Handling Objects	N	Exposure to bio-hazards
O	Manual dexterity	C	Working in normal office environment
O	Reach above/below shoulder	O	Working outside with various weather conditions
N	Using foot controls	O	Uses specialized equipment
	Other:		Other:

Employee Name:

Attachment B

Complete for all positions

Sensitive Position: For current employees who are voluntarily reassigned or reclassified to a sensitive position, a background check is also required. To determine if this position is a sensitive position, please consult with Human Resources and reference the [CSU Background Check Policy](#).

Consideration for designation as a sensitive position per HR Technical Letter 2017-17		
1. Does this position have responsibility for the care, safety, and security of people (including children and minors), animals, and CSU property?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Sexual offender registry check for those who perform work involving regular or direct contact with minor children and those who are identified as mandated reporters of child abuse and neglect under Executive Order 1083 and California Penal Code §11165.7(a).
2. Does this position have access to and responsibility for detailed personally identifiable information about students, faculty, staff, or alumni that is protected, personal, or sensitive?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Access to Level Protected Level 1 Data: (i.e., Passwords, DOB, Credit Card Numbers, SSN's, Medical Data, Law Enforcement Records, etc.) - Link to or incorporate ICSUAM pages.
3. Does this position have access to student records?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	FERPA (Access to student education records)
4. Is the position responding for recording/reporting Clery Data?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Clery Act Basics
5. Does the position have access to protected health information?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	HIPAA
6. Will this position be an active/participating member of the SDSU Emergency Operations Team?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	EOC Member
7. Does this position have responsibility for operating commercial vehicles, machinery or equipment that could pose environmental hazards or cause injury, illness, or death?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Motor Vehicle Records/Licensing Check is required. CA Defensive Driver
8. Does the position influence or make decisions regarding real property, real property acquisitions and/or leaseholds, land use and/or development?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	COI CAT 1
9. Does the position influence or make decisions regarding the purchase of goods, service or construction work? Note: Having a procurement card is not qualifying if the individual is limited to making directed and supervised purchases from established vendors.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	COI CAT 2

Employee Name:

10. Does the position influence or make decisions regarding the investment of SDSU/CSU funds.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	COI CAT 5
11. Does the position influence or make decisions regarding the sale of campus goods, services, products, or commodities (including agricultural commodities), which are sold by the campus?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	COI CAT 6

Employee Name:

Attachment C

Complete for **MPP Positions Only**

Mental Effort:

Enter frequency of occurrence for all applicable activities using the following key:

1=Never Occurs 2=Seldom Occurs 3=Sometimes Occurs 4=Occurs Often 5=Almost Always Occurs

<u>Planning</u>		<u>Staffing</u>	
	Forecast		Define Roles
	Set Program Goals		Give Input to Position Descriptions
	Determine Budget Allocations		Determine Selection Criteria
	Establish, Implement, Revise Policies		Recruit/Interview/Select
			Orient Staff
<u>Organization</u>		<u>Employee Relations</u>	
	Describe Relationships Between Functions		Initiate Corrective Action
	Define Department/Divisional Structure		Authorize Formal Discipline
	Establish Priorities to Meet Goals		Administer Collective Bargaining Agreements
	Schedule Work for Employees		Prepares/Investigates Grievance Awards and Complaints
	Implement procedures		Formulates/Represents University Position for Formal Grievances/Complaints
	Determine work methods		
	Balance multiple tasks/projects		
<u>Direction/Leadership/Supervision</u>		<u>Performance Evaluations</u>	
	Educate		Determine Performance Standards
	Delegate		Authorize/Approve Awards
	Coordinate		Prepare Performance Evaluations
	Coach/Train/Develop		Observe/Follow-Up on a Daily Basis
	Recommend Formal Training		Correct Work/Behavior Problems
	Motivate		
	Instruct/Demonstrate		
	Schedule Staff/Readjust Schedule		
<u>Organization</u>		<u>Other</u>	
	Describe Relationships Between Functions		
	Define Department/Divisional Structure		
	Establish Priorities to Meet Goals		
	Schedule Work for Employees		
	Establish deadlines		
	Implement procedures		
	Determine work methods		
	Balance multiple tasks/projects		

Employee Name:

Attachment D

Department Organization Chart

Instruction: Please insert an image of your department's organization chart and highlight where this Position Description falls within the chart.

SDSU
Office of Housing
Administration
Organizational Chart
Last Updated: May 2024

