

POSITION DESCRIPTION

Department:	Architectural Engineering
Classification Title:	Administrative Support Coordinator I
Working Title:	Administrative Support Coordinator I
FLSA Status:	☑ Non-Exempt ☐ Exempt
Incumbent:	

Position Summary

The Architectural Engineering Department (ARCE) is one of five academic departments in the College of Architecture and Environmental Design (CAED). The ARCE Department offers an ABET-accredited Bachelor of Science major, a minor, and a Master of Science in Architectural Engineering. The department currently has approximately 9 full-time faculty, 12 part-time faculty, 300 undergraduate majors, and 15 master's students. The department maintains close ties with industry through an active advisory council, engagement with professional associations and an extensive network of successful alumni.

This position has significant autonomy and operates under the general direction of the Architectural Engineering Department Head and in close collaboration with the ASC II. This position is fully responsible for the course scheduling responsibilities for the entire department. This person will assist with and sometimes take the lead on administrative coordination and duties related to the overall operation of the department, including information management, record-keeping and reporting, faculty and student recruitment, oversight of department resources, work direction to student assistants, and coordination of special events and projects. In consultation with the department head and faculty, this position is responsible for the full scope of project activities including initiation, execution, coordination, implementation, and evaluation.

Duties and Responsibilities

Essential Job Functions Daily 90%

1. Greet visitors, respond to inquiries from students, parents, faculty, staff and the general public regarding department, college and university information, policies and procedures.

- 2. Oversee course scheduling, in consultation with the department head including but not limited to track student progress to degree and monitor enrollment, generate reports and enter data into the scheduling system; troubleshoot registration issues and provide assistance with departmental student advising process; coordinate with other departments to schedule support courses, interdisciplinary courses; block scheduling with the Office of the Registrar.
- 3. Ensure that departmental data is kept current (e.g., faculty rosters, student data). Review quarterly FAD reports.
- 4. Coordinate admission of graduate students and integration of new students including email communication and providing general information as needed.
- 5. Coordinate special events including but not limited to securing venues; ordering food, equipment, supplies; collecting RSVP's; arranging set-up and clean-up.
- 6. Interpret and communicate department, college, and university advising policies and procedures to ensure compliance. Assist with completing appropriate forms as needed.
- 7. Coordinate scheduling of department labs and computer labs. Submit facilities requests for maintenance or repairs.
- 8. Assist the Scholarship Committee with coordination of new and existing scholarship opportunities with CAED External Relations, Financial Aid, and CP Advancement Scholarship Coordinator.
- 9. Provide other administrative support including but not limited to assisting the scholarship committee, drafting correspondence to students, ordering office supplies, proofreading the magazine, processing forms for signature, and issuing donor thank you cards.
- 10. Provide instruction to others on standard office procedures.
- 11. Provide work direction and training to student employees.

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 effectively complete assignments.

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. Experience to be fully functional in all technical aspects of work assignments.
- 2. Thorough, detailed knowledge of applicable university infrastructure, policies, and procedures.
- 3. Ability to independently handle multiple work unit priorities and projects.
- 4. Demonstrated customer service skills, including a very high level of diplomacy and professionalism.
- Ability to actively problem solve and use effective interpersonal skills when working as a front line contact with a variety of campus and community individuals.
- 6. Thorough knowledge of office methods, procedures, and practices.
- 7. Ability to apply independent judgment, discretion, and initiative to address problems and develop practical, thorough and, at times, creative solutions.
- 8. Ability to perform standard arithmetic functions of a transactional nature, including tracking and comparing data.
- 9. Demonstrated competence in understanding, interpreting, and communicating procedures, policies, information, ideas, and instructions.
- 10. 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.
- 11. 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.
- 12. Excellent communication skills; ability to effectively communicate information in a clear and understandable manner, both verbally and in writing. Thorough knowledge of English grammar, spelling and punctuation.

- 13. Demonstrated ability to maintain a high degree of confidentiality.
- 14. Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
- 15. 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. Ability to learn new systems and software.

Preferred Skills and Experience

- Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.
- Experience with student academic support and course scheduling.
- Working knowledge of MS Office Suite.

Special Conditions

- Must be able to safely move and set up tables, chairs, and various event supplies up to 25lbs.
- 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 posit	ion description and understand its co	ntents.	
INCUMBENT NAME	SIGNATURE	DATE	
SUPERVISOR: I certify that all states	ments on this form are complete and a	accurate.	
IMMEDIATE SUPERVISOR NAME AND TITE Brent Nuttall, Department Head	TLE SIGNATURE	DATE	
DEAN: I certify that all statements or	n this form are complete and accurate.		
DEAN NAME AND TITLE Kevin Dong, Interim Dean	SIGNATURE	DATE	
HUMAN RESOURCES USE ONLY			
Employee ID#:	REQUEST FOR:	CLASSIFICATION IN	IFORMATION
Position Number:	Update Review for File	Classification Title:	ASC I
FTE:	Classification Review	Class Code/Range:	1035 / 1
Permanent	New Position Recruitm	ent CBID:	R07
Temporary	Replacement Recruitme	ent MPP Job Code:	N/A
COI Position		Classifier Initials:	SJ
Recruitment Number:		Date:	11/04/24