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**POSITION DESCRIPTION INFORMATION**


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To edit an approved Position Description scroll to the bottom of the form and press Update PD  
Click OK in the pop-up window that appears to reset the approval process

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**POSITION INFORMATION**


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|   |   |
|---|---|
| <b>Type of Action Requested:*</b>         | Replacement   |
| <b>Internal Team:*</b>                    | FL-ISDS - 10160   |
| <b>Job Code/Employee Classification:*</b> | Admin Support Assistant 12 Mo<br><u>Job Code: 1032</u>                                      |
| <b>Classification Title:</b>              | Administrative Support Assistant II   |
| <b>MPP Job Code:</b>                      |   |
| <b>Position Number:</b>                   | Admin Support Assistant 12 Mo<br><u>Position no: FL-10005685</u>                            |
| <b>CSU Working Title:*</b>                | Office Assistant (Administrative Support Assistant II)                                      |
| <b>Salary Range/Grade:</b>                | 1032-ASSISTANT II-Grade-2<br>Minimum: \$ 3,680.00<br>Maximum: \$ 5,417.00<br>Pay Frequency: |
| <b>Reports to Supervisor:</b>             | Sunil Thomas  |
| <b>Reports To:*</b>                       | Associate Dean, Faculty & Staff<br><u>Position no: FL-10009579</u>                          |
| <b>Campus:*</b>                           | Fullerton   |
| <b>Division:*</b>                         | VP, Academic Affairs  |
| <b>College/Program:*</b>                  | College of Business & Econ  |
| <b>Department:*</b>                       | ISDS - 10160  |
| <b>FLSA Status:</b>                       | Non-Exempt  |
| <b>Hiring Type:</b>                       | Probationary  |
| <b>Workplace Type (Exclude Inst Fac):</b> |   |
| <b>Pay Plan:</b>                          | 12 Months   |
| <b>Pay Plan Months Off:</b>               |   |

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**POSITION DESIGNATION**


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|--|---|
| <b>Mandated Reporter:*</b>                                     | Not mandated  |
| <b>Conflict of Interest:*</b>                                  | None  |
| <b>NCAA:</b>   | <input type="radio"/> Yes <input checked="" type="radio"/> No |
| <b>Is this a Sensitive Position?:</b>                          | <input type="radio"/> Yes <input checked="" type="radio"/> No |
| <b>Care of People (including minors) Animals and Property:</b> | No  |
| <b>Authority to commit financial resources:</b>                | No  |
| <b>Access/control over cash cards and expenditure:</b>         | No  |
| <b>Access/possession of master/sub-master keys:</b>            | Yes   |
| <b>Access to controlled or hazardous substances:</b>           | No  |
| <b>Access/responsibility to personal info:</b>                 | Yes   |
| <b>Control over Campus business processes:</b>                 | No  |
| <b>Responsibilities requiring license or other:</b>            |   |
| <b>Responsibility for use of commercial equipment:</b>         | No  |

Is this a Campus Security Authority (CSA):  Yes  No

Serves a security function:

Designated recipient for crime/misconduct reports:

Significant responsibility for Student Activities:

Significant responsibility for Campus Activities:

Job Summary/Basic Function:\*

Under direction, the Administrative Support Assistant II (ASA II) provides front office clerical support to the department of Information Systems and Decision Sciences (ISDS) by screening phone calls and assisting walk-in guests, faculty, staff, and students. Under direction, the ASA II assists with the preparation of travel documents, department D11, creates work orders for email, telephones, computers, and any IT equipment related to faculty and new hires. Utilizes the CMS (PeopleSoft) database to query students' academic status, verify student status, and process registration permits. Assists with gathering data for department courses and student enrollment history. Orders educational materials, such as, desk copy textbooks for faculty. Assist faculty with the student mentoring program and other student success events. Manages the department supply list and orders office supplies as needed. Assist with processing Student Opinion Questionnaires. Prioritizing and facilitating faculty work requests and providing work assignments for student assistants as needed. In collaboration with the department coordinator assist with department events. Other duties as assigned.

Minimum Qualifications:\*

High School diploma or the equivalent and three years of experience in general office, clerical or secretarial work or the equivalent

Required Qualifications:

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. 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 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. Demonstrated competence in understanding, interpreting, and communicating procedures, policies, information, ideas, and instructions.

Preferred Qualifications:

Special Conditions:

License / Certification:

CA driver license

Supervises Employees:\*

Yes  No

If position supervises other employees; list position titles:


## Job Duties

### JOB DUTIES

| % of time | Duties / Responsibilities  | Essential / Marginal |
|-----------|--|----------------------|
| 60        | 60% Administrative Support:<br>Support reception duties, including answering phones and walk-ins, assist with student inquiries, issue electronic permits in CMS, distribute mail, maintain physical and computer files, backup DITC for the department, keep inventory supply list, order office supplies, filing office documents, Xerox supplies, assisting faculty in ordering textbooks, making copies. Communicates department information via email, including posting office hours, class cancellations, and updating department bulletin board. Cross-train on other duties appropriate to this classification. Keeps records of faculty personal information and mailboxes updated each semester. Handles department student hiring, rapid time entry, and overseeing student workers, etc. Administrative support for student assistants SOQs scheduling. | Essential            |
| 15        | 15% Financial Support:<br>Assist in preparation of and processing Directive 11 (D11) documents for any department event, assist faculty in preparing travel request forms and handling any discrepancies, accounts payable check request, backup to any IT authorization for purchases by gathering quotes, backup to reconcile department Pcard, assist with Concur, process conference subscriptions, and membership payment request when needed.  | Essential            |
| 15        | 15% Student Success:<br>Working with faculty with the student mentoring program, scheduling appointments with faculty, and collecting data for the dean's office.  | Essential            |
| 5         | 5% Event Planning<br>Collaborates with the department coordinator to arrange, prepare for, and support department events, coordinating guest parking, reserving conference rooms, and ordering food and beverages.   | Essential            |
| 5         | Other Duties as Assigned   | Essential            |

## SELECTION CRITERIA

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 There are no items to show

### Physical Mental and Environmental Demands

**\*\* Physical Mental and Environmental Requirements Must be Completed for all Positions \*\***

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Please indicate the frequency (Constantly; Frequently; Occasionally; or Never) and whether or not the requirement is essential.

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#### Physical and Mental Requirements

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|  |                          |
|--|--------------------------|
| <b>Bending:</b>                                | Occasionally             |
| <b>Climbing:</b>                               | Occasionally             |
| <b>Concentrating:</b>                          | Constantly               |
| <b>Crawling:</b>                               | Occasionally             |
| <b>Decision Making:</b>                        | Constantly               |
| <b>Keyboarding and Mousing:</b>                | Constantly - Essential   |
| <b>Lifting or Carrying up to 10 lbs.:</b>      | Occasionally - Essential |
| <b>Lifting or Carrying up to 25 lbs.:</b>      | Occasionally - Essential |
| <b>Lifting or Carrying up to 50 lbs.:</b>      | Occasionally             |
| <b>Lifting or Carrying over 50 lbs.:</b>       |                          |
| <b>Performing Calculations:</b>                | Frequently - Essential   |
| <b>Pushing or Pulling:</b>                     | Occasionally             |
| <b>Reaching Overhead:</b>                      | Frequently - Essential   |
| <b>Repetitive Motion of Upper Extremities:</b> | Constantly - Essential   |
| <b>Sitting:</b>                                | Constantly - Essential   |
| <b>Standing:</b>                               | Occasionally - Essential |
| <b>Stooping Kneeling or Squatting:</b>         | Occasionally             |
| <b>Walking:</b>                                | Frequently - Essential   |

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To add additional Physical and Mental Requirements - Please provide the 1) Physical and/or Mental Requirement description; 2) Frequency (Constantly; Frequently; Occasionally; or Never) and 3) Whether it is Essential to the position:

**Other Physical & Mental Requirement No. 1**

**Description:**

**Other Physical and Mental Req No.1 Frequency:**

**Other Physical & Mental Requirement No. 2**

**Description:**

**Other Physical and Mental Req No.2 Frequency:**

**Other Physical & Mental Requirement No. 3**

**Description:**

**Other Physical and Mental Req No.3 Frequency:**

**Other Physical & Mental Requirements:**

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#### Environmental Requirements

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|   |              |
|---|--------------|
| <b>Drive motorized equipment:</b>           | Occasionally |
| <b>Excessive Noise:</b>                     | Occasionally |
| <b>Hazards:</b>                             | Never        |
| <b>Outdoor:</b>                             | Occasionally |
| <b>Elevated Work:</b>                       |              |
| <b>Extreme Temperature (hot or cold):</b>   |              |
| <b>Indoor (Typical office environment):</b> |              |

To add additional Environmental Requirements - Please provide the 1) Environmental Requirement description; 2) Frequency (Constantly; Frequently; Occasionally; or Never) and 3) Whether it is Essential to the position:

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**Other Environmental Requirement No. 1  
Description:**

**Other Environmental Req No.1 Frequency:**

**Other Environmental Requirement No. 2  
Description:**

**Other Environmental Req No.2 Frequency:**

**Other Environmental Requirement No. 3  
Description:**

**Other Environmental Req No.3 Frequency:**

**Other Environmental Requirements:**

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### POSTING DETAILS

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**Advertising Summary:**

The Department of Information Systems and Decisions Science (ISDS) in the College of Business and Economics at California State University, Fullerton, is searching for an Administrative Support Assistant who is proactive, detail-oriented, and versatile individual to join the department.

Advertisement text:

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### USERS AND APPROVALS

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**Justification for Position:**

Replacement for Carolina Fernandez: The last day with CBE-ISDS is September 27, 2024.

**Hiring Administrator:\***

Pilar Gutierrez

Email address: [mdgutierrez@fullerton.edu](mailto:mdgutierrez@fullerton.edu)

**Approval process:\***

FL - PD Approval (Staff/MPP) - No Dept. Head

|                                    |  |
|------------------------------------|--|
| 1. MPP Supervisor/Associate Dean:  | Sunil Thomas ✓ Approved Sep 27, 2024     |
| 2. HR Classifier:                  | Chris Schloffer ✓ Approved Sep 30, 2024  |
| 3. Appropriate Administrator/Dean: | Sridhar Sundaram ✓ Approved Sep 30, 2024 |
| 4. Position Management:            | FL-HRDI PM ✓ Approved Oct 1, 2024        |

**HR/Faculty Affairs Representative:\***

FL-HRDI Classifier

Email address: [hrrcruitment@fullerton.edu](mailto:hrrcruitment@fullerton.edu)