



POSITION DESCRIPTION

Department: Academic Advising and Academic Programs
Working Title: Administrative Assistant
Job Code: 1032
Time Base: 1.0
Position Number: 00006963
Union / Unit (if applicable): California State University Employees Union (CSUEU) / Unit 7

Position Reports To: Dean of Academic Advising/Programs
Classification: Administrative Support Assistant
Range Code: 2
Exempt or Non-Exempt: Non -Exempt
Last Update: 7-10-2024

PURPOSE OF POSITION:

Under the general supervision of the Dean of Academic Advising and Academic Programs, the person in this role will have a wide range of administrative responsibilities to support the Office of Academic Advising and the Office of Academic Programs. This includes serving as one of the primary office contacts, providing general information about university services and programs, and responding to general inquiries. The incumbent will also be responsible for operational support and administration of the Program Review and Assessment process, including tracking and reporting current and past reviews.

All job functions must comply with the Family Educational Rights and Privacy Act (FERPA). This position will work closely with the unit Budget Analyst, Senior Strategic Specialist, and Academic Advising Director and Advisors. Additionally, the person in this role may also respond to basic advising inquiries.

MAJOR RESPONSIBILITIES:

	<u>% of Time</u>
1. General Administrative Support	55%
2. Program Review and Assessment	30%
3. Support to the Academic Advising Director	10%
4. Other duties	5%

LIST OF TASKS FOR EACH MAJOR RESPONSIBILITY:

- 1. General Administrative Support.**
 - a. Answer inquiries from students, faculty, staff, and general public related to department and university; refer calls & visitors as appropriate, provide handbooks and descriptions about department programs to visitors.
 - b. Establish and maintain current and archived department files
 - c. Update door signs, office hours, advising information, and department master schedule
 - d. Prepare and send out outgoing department mail; receive and deliver incoming department mail
 - e. Check status of printers, photocopier, and office supplies
 - f. Track department office supply inventory and keep supply cabinets organized
 - g. Order office supplies, receive and verifying correctness, and distribute as needed.
 - h. Gather preliminary information for all types of reimbursements and for purchases
 - i. Assist in clerical tasks associated with department events (catering, room reservations, etc.)
 - j. Deliver and pick up document to/from on-campus departments
 - k. Arrange meetings as needed and prepare meeting-related materials
 - l. Update the department websites as needed
 - m. Handle personnel actions with the strictest of confidentiality.
 - n. Assist in processing all personnel actions, and travel related reports and reimbursements as needed
 - o. Order guest parking passes from Parking Services and notify requester when confirmation received
 - p. Oversee and maintain processes for student assistants time reporting and student schedules

- 2. Program Review and Assessment**
 - a. Prepare, assign, and keep track of Program Review to-do tasks in Microsoft Planner
 - b. Assist with tracking the complex flow of Program Review reports and responses
 - c. Help coordinate details of Program Review visits and meetings
 - d. Help facilitate the process for the required paperwork for External Reviewers
 - e. Keep track of Annual Assessment Plans and Reports that are submitted and update tracker
 - f. Assist in the creation of annual assessment reporting

3. **Support to the Academic Advising Director**
 - a. Provide support to the director for multiple projects
 - b. Oversee and maintain processes for student assistants time reporting
 - c. Provide support for the department as needed, and participate in department meetings

4. **Other duties**
 - a. Assist with interviewing and hiring student assistants
 - b. Attend training events as needed to support front reception area
 - c. Perform clerical work involving independent judgment, accuracy and speed
 - d. Answer telephones and route messages to appropriate individual or university office
 - e. Assist in distributing advising information
 - f. Update as necessary emergency staff phone tree
 - g. Assist in sending out student satisfactory survey to student advising appointments

PROVIDES LEAD DIRECTION OF OTHERS:

None

REQUIREMENTS OF POSITION:

1. List education and experience required

- a. Three years of administrative support/general office experience required; or equivalent combination of education and experience.

Preferred:

- a. Experience in higher education
- b. Experience with student information systems or customer relationship management software

2. List knowledge, skills, and abilities required for this position.

- a. Ability to use standard word processing and related computer software packages:
 - i. Working knowledge of Microsoft 365 Applications:
 - Word, Excel, Outlook, Planner, Forms – to create and maintain data, letters, simple reports and instructional material.
 - SharePoint and OneDrive
- b. Working knowledge of web-based programs and web-based forms
- c. Working knowledge of English grammar, spelling, and punctuation in order to write letters and proofread course materials
- d. Ability to project needs for office equipment and supplies
- e. Fundamental writing and presentation skills to effectively communicate standard information.
- f. Working knowledge of office systems and equipment, and ability to use a broader range of technology systems and packages.
- g. Ability to use standard office equipment
- h. Ability to identify and solve standard problems and refer more complex problems to appropriate staff
- i. Proficiency in typing so that instructional materials can be processed in a timely manner
- j. Basic knowledge of applicable university infrastructure, policies, and procedures.
- k. Ability to identify appropriate applications of the university policies and procedures
- l. Ability to perform work under general direction related to goals of the programs
- m. Strong organizational skills
- n. Accountability for workflow and completion of work
- o. Ability to perform basic arithmetic functions
- p. Ability to learn the operations of an office as they relate to an academic environment
- q. Ability to plan, organize, coordinate, and perform multiple work assignments, and set respective deadlines and complete all projects accordingly
- r. Must have excellent customer service skills.
- s. Ability to reschedule work assignments based on shifting priorities
- t. Ability to perform a full range of easy to moderate clerical and receptionist work assignments
- u. Ability to establish and maintain a cooperative working relationship with students, faculty, staff, and students
- v. Ability to maintain confidential files and keep ledger and other records where appropriate
- w. Ability to gather and properly maintain personal data on candidates being considered for appointment
- x. Ability to serve as member on interdepartmental meetings
- y. Ability to provide lead direction and assist in training student assistants.

3. List machines, tools, equipment, and motor vehicles used in the performance of the duties

- a. Computer
- b. Copy Machine
- c. Fax Machine
- d. Telephone

4. Unique working conditions

N/A

5. Other Employment Requirements

- 1. This position is required to complete the CSU's Discrimination Harassment Prevention Program for Supervisors
- 2. 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.
- 3. Must participate in required campus trainings including, but not limited to, Data Security and FERPA Training and CSU's Gender Equity and Title IX Training

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.

Accounting & Procurement	Solicit information re: travel, accounts payable, invoices, hospitality, purchasing, procard, etc	As Needed
Alumni Affairs	To solicit information on Alumni	As Needed
Career Center	To process Student Assistant ads	As Needed
Dean's Office	Signature items, schedule meetings	As Needed
Event & Conference Services	Schedule room request for meetings, events etc.	As needed
Facility Svcs.	Work order and key requests	Weekly
Mail & Distribution Services	To solicit information regarding special needs and distribute mail to faculty	Weekly
Media Services	To request equipment	As needed
Other Universities	Answer questions re: Programs. Solicit information	As needed
Parking Services	Order parking permits for guests	As Needed
Shipping and Receiving	Arrange pick up or delivery	As Needed
Students	Provide accurate information related to the Programs, Campus, faculty. Relay messages to faculty. Proctor exams	Daily
Telephone Svcs.	To request troubleshooting and order new phones or services	As Needed
Vendors	To solicit information re: supplies and equipment, catering	As Needed

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 daily.

PHYSICAL EFFORT

Number of hours/day
N/A 1-2 3-4 5-6 7+

	N/A	1-2	3-4	5-6	7+
1. Sitting				X	
2. Standing	X				
3. Walking	X				
4. Bending (neck)		X			
1. 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				
	X				

- 15. Balancing
- 16. Pushing or pulling

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

Number of hours/day
N/A 1-2 3-4 5-6 7+

	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	XX				
24. Repetitive use of legs/feet					
25. Eye/hand coordination					

Yes	No
	X
	X

MENTAL EFFORT

Number of hours/day
N/A 1-2 3-4 5-6 7+

	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+

	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 job 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: _____

Supervisor (MPP)

Print Name: _____

Signature: _____

Date: _____

Dean/Department Head/Director

Print Name: _____

Signature: _____

Date: _____



POSITION DESCRIPTION

Department: TBD
Working Title: Administrative Support Assistant
Job Code: 1032
Time Base: TBD
Position Number: TBD
Union / Unit: California State University Employees Union (CSUEU) / Unit 7

Position Reports To: TBD
Classification: Administrative Support Assistant
Range Code: 2
Exempt or Non-Exempt: Non-Exempt
Last Update:

PURPOSE OF POSITION:

Under direction of the assigned lead and/or Appropriate Administrator, the Administrative Support Assistant handles a full range of administrative functions to support the assigned department. This position supports and assists in the coordination of administrative processes for department faculty, department chairs, Dean's Office, campus community, and the general public. Handles all scheduling for department staff. Process requisitions, Procard purchases, travel claims, tracking expenditures, producing reports, and organizing a database for each faculty members' discretionary/grant account allocation. Coordinate course schedules and information, and submission of course schedules for each semester using the campus-wide PeopleSoft system.

MAJOR RESPONSIBILITIES:

- | | <u>%OF TIME</u> |
|---|-----------------|
| 1. Instructional support for department | 50% |
| 2. Administrative and clerical support | 50% |

LIST OF TASKS FOR EACH MAJOR RESPONSIBILITY:

1. Instructional support for department

- a. Arrange events, activities, guest speakers for the department and participate in meetings as required
- b. Assist with activities including facility, audio-visual equipment, transportation and refreshments for programs supported by department.
- c. Assist the event planning elements of meetings, take minutes, and communicate with members of the department advisory boards.
- d. Serve as administrative assistant department programs including preparing announcements and contacting various sources for advertisements.
- e. At the direction of the Appropriate Administrator, assists with clerical administrative support functions, including scheduling meetings, booking room reservations, coordinating attendance, take meeting notes, and provide follow-up.
- f. Maintain all department documents and files.
- g. Maintain all program records and serve as a resource for all university policies, practices, and procedures.
- h. Maintain master of departmental class schedule.
- i. Obtain information from department staff regarding specific needs related to classrooms.
- j. Act as liaison for faculty to resolve conflicts in class schedules.

1. Administrative and clerical support

- a. Processes documents and records; gathers data; prepares standard reports.
- b. Serve as primary contact and/or resource to faculty, staff, students, and campus departments.
- c. Coordinate with the appropriate faculty and staff on course offerings.
- d. Assist with training department student assistant(s).
- e. Assist with career fairs and recruitment events in Southern California and attend to market the program.
- f. Prepares or assists with preparation of written documents such as flyers, newsletters, etc.
- g. Makes copies and distributes to appropriate parties or offices.
- h. Schedules appointments and reserves rooms as requested.
- i. Orders audio/video equipment as needed.
- j. Processes purchase requisitions.
- k. Assists with special projects as needed.
- l. Coordinates with other work groups to gather information or solve problems.

- m. Sort and deliver mail; performs bulk mailings.
- n. Enter and maintain data in databases.
- o. Maintain inventory of supplies; reordering when necessary.
- p. Provide information to student and visitors as required.
- q. Maintain records and reports.
- r. Provide general information to students regarding college policies/procedures.
- s. Respond to basic student inquiries.
- t. Develop and maintain office files.
- u. May train or provide assistance to others in work processes and procedures.
- v. Prepare monthly expenditure report for department budget manager.
- w. Complete campus accounting forms to obtain reimbursement for travel and other costs from Accounting for department faculty and staff.
- x. Anticipates office supply needs for the academic year, closely tracks office supply inventory through inventory controls, maintains database of commonly-ordered items, and places office supply orders;
- y. Complete appropriate reimbursement forms (i.e. travel, petty cash, check requests), collecting receipts and pertinent information, and submit to appropriate accounting departments.
- z. Assist with updating and maintaining website department websites.

PROVIDE LEAD DIRECTION OF OTHERS:

- Student Assistants as required.

REQUIREMENTS OF POSITION:

1. List education and experience required

- Three years of progressively responsible administrative support experience and responsibilities with knowledge of office methods, procedures, and practices; or an equivalent combination of education and experience. Two years of vocational business school/college or two years of full-time college education involving a variety of secretarial, business or commercial subjects may be substituted for two years of the required experience.
- Preferences
 - i. Bachelor's degree
 - ii. Experience in an academic setting

2. List additional knowledge, skills, and abilities required for this position.

- Proficiency in using office software packages, technology, and systems; working knowledge in PC computer platforms and basic programs (Word, Outlook, Excel, Access).
- Proficiency in using office software packages, technology, and systems.
- Thorough mastery of English grammar, spelling, and punctuation in order to write letters and memos.
- Experience independently initiating and drafting clear and concise final form memoranda and correspondence requiring selection of materials and references from a variety of sources.
- Ability to project needs for office equipment and supplies.
- Thorough knowledge of office systems and equipment, and ability to use a broader range of technology systems.
- Experience using standard office equipment.
- Ability to identify and solve standard problems and refer more complex problems to appropriate lead staff.
- Proficiency in typing so that instructional materials can be processed in a timely manner.
- Thorough, detailed knowledge of applicable university infrastructure, policies, and procedures.
- Ability to independently identify appropriate applications of the university policies and procedures.
- Ability to handle interpersonal interactions at all levels.
- Ability to perform work independently under general direction related to goals of the program.
- Strong organizational skills
- Working knowledge of budget policies and procedures
- Experience monitoring budget expenditures and advising of any problems developing in budget expenditures.
- Experience performing business math, tracking financial data, and making simple projections.
- Accountability for work flow and completion of work
- Experience coordinating processes involving various offices and individuals with diverse priorities.
- Ability to learn the operations of an office as they relate to an academic environment.
- Experience coordinating many tasks, prioritize and set deadlines, and complete all projects accordingly.
- Ability to reschedule work assignments based on shifting priorities.

- Ability to train co-workers and student assistants in clerical work.
- Experience performing moderate to complex clerical work involving independent judgment, accuracy, and speed.
- Ability to establish and maintain a cooperative working relationship with students, faculty, and staff.
- Experience maintaining confidential files and keeping ledger and other records where appropriate.
- Experience gathering and properly maintaining personal data on candidates being considered for appointment.
- Ability to serve as member on interdepartmental meetings.
- Ability to demonstrate an awareness and appreciation of the cultural diversity of the University community, establish and maintain cooperative and effective relations with students, University employees, student in general, and the public.
- Knowledge of PeopleSoft information system preferred.

3. List machines, tools, equipment, and motor vehicles used in the performance of the duties

Standard office and communication equipment

4. Unique working conditions

- 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.
- 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.
- 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.
- This position is required to complete the CSU’s Discrimination Harassment Prevention Program for Supervisors and/or Leads.
- Must participate in required campus trainings including, but not limited to, Data Security and FERPA Training and CSU’s Gender Equity and Title IX Training.

PURPOSE AND NATURE OF WORK RELATIONSHIPS:

Staff and faculty in the College of Business—to facilitate smooth working relationships—Daily

Students in the College of Business—to answer questions regarding the program, office hours, schedule appointments, etc. -

- Daily

Dean’s Office—Daily

Academic Programs – Assist with class scheduling and room scheduling – As needed

Faculty Center – Request information and coordinate faculty needs – As needed

Accounting – Solicit information regarding travel, requisitions – Weekly

Enrollment Services –

Duplication Services—to ensure timely and accurate materials as needed—Daily

Materials Management – to request campus forms, paper, other items, and inquiries regarding archiving files – As needed

Computing & Telecommunications – to diagnose and promptly report computer and telephone problems--As needed

Other campus units—Public Safety, Facility Services---As needed

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 daily.

PHYSICAL EFFORT

Number of hours/day
N/A 1-2 3-4 5-6 7+

Number of hours/day
N/A 1-2 3-4 5-6 7+

	N/A	1-2	3-4	5-6	7+
1. Sitting				x	
2. Standing	x				
3. Walking	x				
4. Bending (neck)		x			
1. 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	x				
14. Kneeling	x				

	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		x			
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					
22. Mouse use		x			
23. Repetitive use of hands/arms	xx				
24. Repetitive use of legs/feet					
25. Eye/hand coordination					

- 15. Balancing
- 16. Pushing or pulling

- 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+

	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+

	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					
17. Working alone					

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: _____