



University Staff Position Description Form

Office of Human Resources

This description will be used as a basis for determining classification/skill level and will be maintained as an official record of the duties assigned to this position. Employee participation in the completion of this document is encouraged; however, the appointing authority and supervisor are accountable for establishing the assignment and ensuring the accuracy of this information.

FOR HUMAN RESOURCES USE ONLY:					PU
APPROVED CLASSIFICATION	CLASS CODE	EEO CAT	RANGE/ GRADE CODE	APP. BY C&C	DATE
ASA II	1032	12	2	TR	08/29/24

1. POSITION INFORMATION

Employee: _____ Department: ALS – Mendocino Administrative Staff Hub

Current Classification: ASA II Working Title: Office Administrative Support

Time Base: F.T. P.T. _____ % Other _____ FLSA Status: EX NE

Position Provides Lead Work Direction To:

Classification: Student Assistants Qty: 1-5 FTE: 0.5

Classification: _____ Qty: _____ FTE: _____

Name & Title of Work Lead (if any): Katrina Roose, Personnel & Budget Analyst

Name & Title of Appropriate Administrator: Melinda Wilson Ramey, Associate Dean for Personnel, College of Arts & Letters

Name & Title of Dean/Manager (MPP): Christina Bellon, Interim Dean, College of Arts & Letters

2. PRIMARY ACTION BEING REQUESTED (Select One)

Job Posting: New Position Replacement Position, former incumbent: Alexis Garcia

Update Position Description Only:

NOTE: An updated position description requires providing Employee with seven (7) days' advance notice. This updated position description must be signed by the Appropriate Administrator before being signed by the Employee. The Employee signs at least seven (7) days' prior to Effective Date.

Effective Date: _____

3. SIGNATURES

Signatures denote that this position description is an accurate statement of the duties and responsibilities assigned to this 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.

Employee: _____ Date: _____

Appropriate Administrator: Date: Aug 30, 2024

Dean/Manager (MPP): Date: Sep 2, 2024

HR Staff Official Position Description

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4. MINIMUM QUALIFICATIONS

Please list only the Minimum Qualifications of the appropriate classification standards for this position. (Depending on the classification, this may be shown in the classification standards as Minimum Qualifications, Entry Qualifications, or Typical Qualifications. Classification standards can be found at <http://www.calstate.edu/HRAdm/Classification/index.shtml>.)

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; and ability to learn office technology systems; an ability to perform basic mathematic 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.

5. KNOWLEDGE, SKILLS, ABILITIES, AND EXPERIENCE

Please list any knowledge, skills, abilities, and experience for this position.

Required: Must be comparable to the Minimum Qualifications, appropriate to the skill level of the position, and would allow an incumbent to satisfactorily perform the Essential Functions of the position.

1. Demonstrated ability to maintain a welcoming and inclusive work environment with diverse colleagues and constituents including faculty, students, staff, and members of the community.
2. Demonstrated commitment to building and maintaining a respectful and professional work environment.
3. Experience providing high level of customer service.
4. Strong interpersonal skills with the ability to work effectively with others from diverse backgrounds.
5. Excellent verbal and written communication skills with the ability to provide information clearly and concisely.
6. Strong organizational and prioritization skills with the ability to complete projects and meet deadlines while also managing frequent interruptions.
7. Experience using standard office support technology systems, equipment, software packages, and virtual communications, including but not limited to Microsoft Office Suite (Word, Excel, Outlook), laser printer, fax machine, copiers, scanners, multi-line phone.
8. Ability to perform clerical tasks of a routine nature.
9. Ability to work in a team and collaborative environment.
10. Ability to maintain confidential information and data.
11. Commitment to maintaining a welcoming and inclusive work environment with diverse colleagues and constituents including faculty, students, staff, and members of the community

CONDITIONS OF EMPLOYMENT

- Ability to pass background check

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Preferred: List any desirable qualifications beyond the Minimum Qualifications and those that are Required that would enhance an incumbent's ability to perform the work of the position (e.g., additional years of experience, advanced education, certification and/or specialized training).

12. Experience using university systems such as CMS (Peoplesoft), Concur, Cognos, OnBase, Canvas, Zoom, Teams.
13. Ability to interpret and comply with institutional policies and practices.

6. POSITION SUMMARY

Provide a few short, specific statements, which outline the purpose of the job.

Under the general direction of the Associate Dean, and lead work direction from the Personnel & Budget Analyst, the Administrative Support Assistant II (ASA II) serves as the general reception and office support assistant. The Administrative Support Assistant is the first point of contact, providing receptionist assistance for students, faculty and department guests for the Mendocino Administrative Staff Hub Office for COMS, HRS, and PHIL Departments and Programs. The ASA II provides clerical support to the staff, chairs and faculty, and coordinates small and large department activities. The incumbent also assists with department record keeping.

7. ESSENTIAL FUNCTIONS OF THE POSITION

Describe each major responsibility assigned to this position and indicate the percentage of time devoted to each function, as well as the frequency in which each function is performed.

Essential Functions and Marginal Functions should have a combined total of 100% of Time.

% of Time	Frequency (daily, weekly, monthly, etc.)	Essential Functions Only (List in order of importance)
30%	D/W/M	Reception <ul style="list-style-type: none"> • Provide a welcoming environment to students, colleagues and visitors from the community. • Serve as front office reception for the departmental hub (COMS, PHIL, HRS). • Assist students, faculty and staff with questions and requests regarding university or department policies and procedures. • Answer and direct routine inquiries. • Cover front office communications (phones, email, virtual reception, social media messaging, etc.) • Provide general information regarding curriculum, general education requirements, and the major. • Assist students regarding department advising policies and registration requirements. • Refer students, the general public, faculty and staff to other campus resources when appropriate. • Post information on departmental bulletin boards, websites, social media platforms, and update as needed.
20%	D/W/M/	General Clerical and Office Support

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		<ul style="list-style-type: none"> • Serve as the general office administrative support staff for the departments, ensuring smooth and timely services to faculty, staff, students using the department office facilities. • Provide general maintenance of faculty and staff common areas. • Provide administrative support to faculty and staff, researching, troubleshooting, and resolving related problems. • Ensure office equipment is prepared for daily use. • Troubleshoot office technology problems and systems. Submits ITC/IRT or Facilities ticket to resolve problems. • Ensure all department/program facilities, furniture, equipment, and supplies inventories are kept current and stocked. • Maintain and update departments' signage, bulletin boards, and display cases. • Scan, duplicate, collate materials upon faculty and staff request.
15%	D/W/M	<p>Enrollment and Academic Program Support</p> <ul style="list-style-type: none"> • Support enrollment management: <ul style="list-style-type: none"> ○ Receive and process add/drop petitions for departments and programs. ○ Process enrollment changes, withdrawal petitions, including special problems, internship, and thesis petitions. ○ Process class registrations, managing wait lists for classes. ○ Report to Instructional Resource Coordinator as necessary for enrollment management. • Request, collect and organize course syllabi, faculty office hours and locations. Maintains archives. • Maintain records of course and program change proposals, obtaining course credit approvals, editing and updating catalog. • Coordinate, track, and facilitate student evaluations for faculty each semester. <ul style="list-style-type: none"> ○ Report to Chairs upon completion of course evaluation process. • Review final exam schedules and notify Space Management of changes or conflicts. • Assign major advisors and coordinate initial connection between students and their major advisors. • Post class cancellation notices to students. • Support faculty in their preparation of instructional materials. • Maintain confidential student records for undergraduate and graduate programs. • Maintain departmental forms and records. • Administer and process departmental elections.
15%	D/W/M	<p>General Communications Support</p> <ul style="list-style-type: none"> • Develop, update, and prepare for review materials such as flyers, brochures, event programs, meeting agendas, presentations, and other documents. • Prepare, review, maintain, and disseminate informational materials on faculty office locations and hour, class schedules, program requirements, catalog, and university and departmental policies. • As directed, update department and program websites, ensuring information is current, links are active, and content complies with institutional standards. • Distribute incoming mail and prepares outgoing mail.

Employee Initials:

Date:

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		<ul style="list-style-type: none"> • Monitor and report department emails and voice messages and forward appropriately. • Assist ASC I with social media, as necessary, with: <ul style="list-style-type: none"> ○ Monitoring comments, statistics, sharing College-based posts; ○ Reports statistics to ASC I.
15%	D/W/M	<p>Event Coordination Support</p> <ul style="list-style-type: none"> • Assist Department Chairs and/or program coordinators with events and activities; <ul style="list-style-type: none"> ○ Draft and send approved invitations, ○ Draft and maintain event program, ○ Organize catering, ○ Procure PA system for the event, ○ Provide on-site assistance during events and activities. • Provide assistance with space requests for departments and department-sponsored events. • Make logistical arrangements for department events and campus visits, such as reserving meeting spaces and equipment, and booking hotel rooms and restaurants. • Prepare and submit event notifications to campus calendars and distribute as necessary. • Responsible for arranging catering and refreshments for department sponsored activities; documents and resolves all budget expenses. <ul style="list-style-type: none"> ○ Work with other campus agencies on shared events and coordinates reimbursement to the appropriate fund.

8. MARGINAL FUNCTIONS OF THE POSITION

Describe each non-essential duty assigned to this position and indicate the percentage of time devoted to each function, as well as the frequency in which each function is performed.

Essential Functions and Marginal Functions should have a combined total of 100% of Time.

% of Time	Frequency (daily, weekly, monthly, etc.)	Marginal Functions Only (List in order of importance)
5%	D/W/M	Other duties as assigned.

9. ADDITIONAL INFORMATION

To enable appropriate classification determination, please elaborate on the information provided in the previous sections by completing the section below.

9a. Nature and Scope of Authority: Identify the kinds of decisions made, judgment required, freedom to act, and supervision received (i.e., direct or general). Also indicate if position acts as a lead or supervises others, and explain.

Under the direction of the Department Chairs and lead work direction of the Personnel & Budget Analyst, the incumbent performs a full range of secretarial work assignments involving the use of judgment and discretion in support of an administrative or academic office or individual. Day-to-day work is performed relatively independently with general instructions, except for new assignments. Own priorities are regularly set and multiple work priorities are managed. May help set priorities for others but primarily accountable for own work results.

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9b. Problem Solving: Types of problems encountered; issues, concerns addressed; types of problems incumbent required to refer to supervisor or others.

The incumbent will encounter inquires and questions from visitors, will be required to remain calm and professional when problems arise. Incumbent must be able to handle changing priorities and competing deadlines and demands. Work often involves minor research of background information and/or communications with department staff to obtain information.

9c. Contacts On- and Off-Campus: Purpose and nature of working relationships with on- and off-campus contacts.

The incumbent must have the ability to effectively interact in interpersonal situations with a variety of individuals including, but not limited to, faculty, students, staff, parents, administration and members of the community.

On Campus: Maintains contact with all on-campus departments including business affairs (facilities, risk management, police, parking), student affairs, academic affairs, human resources, various departments & colleges campus-wide, auxiliary programs including student programs, alumni services, etc.

Off Campus: Maintains contact with prospective students, vendors, community organizations and community leaders.

10. ADA REQUIREMENTS – MUST BE COMPLETED

To comply with the Americans with Disabilities Act (ADA) of 1990, which prohibits discrimination against qualified individuals on the basis of disability, it is necessary to specify the physical, mental, and environmental conditions of the Essential Functions of the job (with or without a reasonable accommodation).

Use these codes to complete the section below: F (frequently), O (occasionally), N (not at all). Do not use “X.”

PHYSICAL		MENTAL		ENVIRONMENTAL	
F	Sit	F	Direct others	O	Is exposed to excessive noise
F	Stand	F	Concentrate	N	Is around moving machinery
F	Walk	F	Analyze	O	Is exposed to marked changes in temperature and/or humidity
F	Have mobility	F	Use reason/logic		
F	Bend	F	Demonstrate recall	O	Is exposed to dust , fumes, gases, radiation, microwave (circle)
N	Climb	F	Make decisions		
O	Reach	F	Works rapidly	N	Drives motorized equipment
O	Kneel	F	Handle multiple tasks/priorities	O	Works in confined quarters
F	Push/Pull	F	Tolerate variety	N	Works in high places
F	Have gross hand coordination	F	Work with others		Other:
F	Have fine hand coordination		Other:		
F	Hear with background noise				
F	Hear the spoken word				
F	Hear over a phone/other device				
F	See to read fine print				
F	See to read bold print				
F	See to accomplish a task				
F	Talk				
F	Communicate				
O	Lift: <u>15</u> lbs. max				

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<input type="radio"/>	Carry: <u>15</u> lbs. max	
<input type="radio"/>	Operate equipment	
<input type="radio"/>	Perform keyboard entry	
<input type="radio"/>	Other:	

11. FOR INFORMATION TECHNOLOGY POSITIONS ONLY

PROJECT COORDINATION/LEAD RESPONSIBILITIES

Describe on-going project coordination and/or lead responsibilities, if any, including the number and type of positions for which lead direction is provided. Any projects or accountabilities of a temporary nature must include duration of assignment.

TECHNOLOGY USAGE

Please list the type of computer and/or technology systems used by this position to perform the work, as well as the associated operating systems, software, and applications used.

Hardware Type	Software Applications Used