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.

1. POSITION INFORMATION

Employee: _____   Department: __COB – Graduate Program Office__

Current Classification: __ASC II__   Working Title: __GPO Support Coordinator - MBA__

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

Position Provides Lead Work Direction To:

Classification: _____Student Assistant_____   Qty: __1-2__   FTE: __1.0__

Classification: _____   Qty: _____   FTE: _____

Classification: _____   Qty: _____   FTE: _____

Name & Title of Work Lead (if any): _____

Name & Title of Appropriate Administrator: __Maleeha Khan, Executive Director of Graduate Programs__

Name & Title of Dean/Manager (MPP): __Dr Jean-Francois Coget, Dean, College of Business__

2. PRIMARY ACTION BEING REQUESTED (Select One)

[ ] Job Posting: [ ] New Position [x] Replacement Position, former incumbent: __Amanda Mangels__

[ ] Update Position Description Only:

NOTE: An updated position description requires providing Employee with seven (7) days' advance notice. This updated position description must be endorsed 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: _Maleeha Khan_   Date: Jun 22, 2024

Dean/Manager (MPP): _Jean-francois Coget (Jun 25, 2024 17:37 GMT+7)_   Date: Jun 25, 2024

HR Staff Official Position Description

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 https://www.calstate.edu/csu-system/careers/compensation/Pages/Classification-Standards.aspx.)

Entry to this classification requires a fully functional knowledge of and skill in standard office procedures and practices, as well as an ability to understand and operate in a variety of organizational structures. Additionally, incumbents are expected to have a thorough knowledge of English grammar, spelling, and punctuation and be able to clearly communicate orally and in writing. Some positions may require a knowledge of business mathematics beyond basic arithmetic. The ability to use and quickly learn new office support technology systems and software packages is also a prerequisite.

These entry qualifications would normally be obtained through a high school program, technical/vocational program, or their equivalents combined with several years of related office work experience.

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.

Experience

1. Coordination of entire clerical and administrative support functions and/or performance of administrative work in a large/complex academic, administrative or program office, and/or in a higher-level administrative office.
2. Experience in administrative work involving the evaluation and recommendations related to operational and procedural matters.
3. Experience with large scale, complex projects with broad, visible impact that involve coordination with other departments in terms of planning and implementation.
4. Experience with coordination of events.

General Knowledge, Skills and Abilities

5. Excellent interpersonal skills
6. Excellent time management skills
7. Ability to manage multiple projects and priorities with competing deadlines.
8. Thorough mastery of English grammar, punctuation, and spelling.
9. Ability to make independent decisions on day-to-day operations
10. Ability to interpret and apply policies and procedures independently and use judgment and discretion to act when precedents do not exist.
11. Ability to troubleshoot most office administration problems and respond to all inquiries and requests related to work area.
12. Ability to understand problems from a broader perspective and anticipate the impact of office administration problems and solutions on other areas.
13. Ability to analyze operational and procedural problems and develop, recommend, and evaluate proposed solutions.
14. Ability to maintain confidentiality.
15. Ability to review student academic records and relate them to course requirements.
16. Ability to provide lead work direction to student staff

Employee Initials: **Date:**

17. Ability to perform business math, analyze budgetary data, and make accurate projections requiring some inference.
18. Ability to effectively write and present own reports.
19. Ability to effectively handle interpersonal interactions at all levels and handle highly sensitive interpersonal situations.
20. Expertise in using office software packages, technology, and systems such as Microsoft Office Word, Excel, Outlook, and Teams
21. Ability to use negotiation and persuasion skills to achieve results and expedite projects
22. 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.

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).

23. Experience with University academic and financial computing environments., e.g., CRM systems, CFS-Financials, CMS-Human Resources/Student Administration and Data Warehouse (SacVault); knowledge of the university infrastructure, policies, and procedures.
24. Experience providing guidance to prospective students, current students and alumni.
25. Experience coordinating and conducting student outreach and recruitment events.
26. Experienced with data analysis using MS Access and Excel. Knowledge of web-based programs and software.
27. Ability to provide project support for the MBA programs for The Association to Advance Collegiate Schools of Business (AACSB) reporting data and documents.

6. POSITION SUMMARY

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

The College of Business (COB) Graduate Program Office (GPO) serves prospective and current students, applicants, and alumni for all graduate programs. The GPO is responsible for student recruitment, admissions, academic advising, academic support, recognition of student achievement, professional development events, networking opportunities, co-curricular engagement, and daily communications.

Under the general direction of the Executive Director of Graduate Programs (EDGP) in the COB, the Graduate Program Office (GPO) Support Specialist provides academic and administrative support to the GPO for the Master of Business Administration (MBA) program and the Business Career Services Office. The GPO Support Specialist will be the primary point of contact who receives students, faculty, staff, off-campus guests and visitors, and prepares a variety of documents. The incumbent will work with other COB departments, including the Academic Programs and Faculty Research and Support, regarding the operations of the MBA program. Works with numerous other university departments such as the Office of Graduate Studies (OGS), College of Continuing Education (CCE), University Print & Mail, and Purchasing to ensure that a wide scope of projects and transactions are completed effectively and timely and professionally.

The incumbent must possess a professional, congenial, knowledgeable countenance, superior interpersonal and verbal communication skills, and the ability to multi-task to effectively drive the success of the MBA program.

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.

Employee Initials: **Date:**

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)
20%	Daily	**EXECUTIVE ASSISTANT TO EXECUTIVE DIRECTOR OF GRADUATE PROGRAMS (EDGP)** • Performs a variety of administrative activities in support of Graduate Programs including but not limited to: • Calendar management for the Executive Director of Graduate Programs and all aspects of their appointments, including document preparation and maintenance, as necessary. • Attends meetings on behalf of Executive Director of Graduate Programs and take minutes. • Drafts and revises correspondence and reports. • Organizes travel and reconciles travel expense reports in Concur.
25%	Daily	**ADMINISTRATIVE SUPPORT & OFFICE COORDINATION** • Acts as first point of contact for current and prospective graduate students, staff, faculty, and the business community, to provide information on topics such as admission requirements, enrollment data, graduate program requirements, COB policies, and event details. • Provides a variety of administrative duties in support of work unit operations, including creating and maintaining office procedures. • Provides administrative support to staff and Executive Director of Graduate Programs (EDGP), such as assisting in program development and planning, responding to and/or directing student inquiries related to academic and admission requirements, managing department calendar, managing distribution list, researching, troubleshooting, and resolving related problems. • Works with ADAP office and EDGP on student enrollment, class scheduling, classroom management and catalog changes. • Monitors program enrollment in all graduate programs, including pulling reports for census reporting. • Provides administrative support to student organizations, such as program and development planning, event planning, and communication support. • Ensures all department facilities, furniture equipment and supplies inventories are up to date and within budgetary requirements. • Maintains and organizes documents and content for various projects, including, for example, exit surveys, website content, enrollment and admission data. • Troubleshoots office technology problems and systems. • Coordinates day-to-day operations of program office, including providing back-up support of office staff. • Monitors current student and admissions email inboxes and responds to student inquiries in a timely manner, escalating message to staff or EDGP, when appropriate.

Employee Initials: **Date:**

25%	Daily	**ACADEMIC AND STUDENT SUPPORT** • Guides current students on university- and College-level policies and procedures, registration, add/drops, petitions, academic policies, grade requirements, course scheduling, and graduation requirements. • Assists staff in the student admission process including organizing student applications and records, compiling student data, and monitoring application interview portal. • Assists in processing and tracking all forms for graduate students, such as course waivers, advancement to candidacy, petitions, applications for classification, applications for graduation, and other forms, as needed. • Assists in tracking all course data, including class evaluations and syllabi. • Assists in keeping accurate records/notes of correspondence (written, e-mail and verbal) with current students and utilizes Excel, databases, CRM, and email marketing tools to organize and disseminate student data. • Oversees the creation and maintenance of digital files for prospective and current students in CRM database and COB shared drives. • Deals with confidential and at times highly sensitive student information. • Provides basic admission information to prospective students on admission procedures and requirements and assists staff with basic advising, as needed.
15%	Monthly	**MEETING AND EVENT PLANNING** • Arranges and organizes meetings, student events, and special events, and manages logistics for every component of said meeting/event, including travel to off-site locations, securing contracts for meeting/event, catering, any procurement of goods and/or services, preparing supporting materials, being on-site logistical support during meeting/event, etc. • Provides support to student organization. Acts as a liaison between the GPO and the student organization leadership and the business community. Assists in student organization event planning and execution. • Oversee travel or virtual arrangements for speakers, vendors, staff, students, faculty for meetings and events. • Organizes the year-end College of Business graduation event for all graduate programs
5%	Monthly	**BUDGET** • Maintains expense database to ensure programs/projects meet budgetary goals • Inputs requisitions, stock supply orders, and parking permit requests. • Prepares direct payment requests, check requests and reimbursement paperwork as necessary. • Monitors purchase order requests, forwards invoice for payment, and closes purchase order after payment is issued • Processes expense reimbursements, petty cash, direct payment requests, invoices, refunds, purchase orders and work orders. • Reconciles EDGP's and personal procurement card charges.
5%	Monthly	**PERSONNEL** • Coordinates the hiring, placement and termination activities for, student assistants, work study students, etc., including preparing requisition requests,

Employee Initials: **Date:**

		updating applicant tracking, communication, processing appropriate paperwork and enabling/disabling appropriate system access.
		• Reviews and processes timesheets/attendance sheets to ensure within payroll requirements; coordinates resolution of errors/issues with affected individuals; distributes payroll/warrants; prepares employee leave balance reports and distributes to appropriate supervisors.
		• Serves as timekeeper for student assistants.
		• Provides orientations to new staff and student assistants, ensuring assigned work areas are prepared and stocked in advance.

8. MARGINAL FUNCTIONS OF THE POSITION

Describe each <u>non-essential</u> 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.

<u>Essential Functions and Marginal Functions should have a combined total of 100% of Time.</u>

% of Time	Frequency (daily, weekly, monthly, etc.)	Marginal Functions Only (List in order of importance)
5%	Monthly	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.

Recommends procedural changes as programs are developed and/or revised; evaluates current systems in relation to College and University policies. Provides lead work direction to student assistants (1-9) and Instructional Student Assistants (1-10) and FWS students (1-3) related to operational work unit and program areas for the Graduate Program Office. Recommends and implements changes as needed. Works independently and/or under general direction and makes decisions on a daily basis on a wide variety of tasks. Project needs are identified, detailed plans are outlined, projects are initiated and coordinated, and work is delegated. Project is coordinated through initiation, execution, coordination, implementation, and evaluation. Support staff and work unit priorities are usually set. Full accountability for workflow and completion of work for the assigned support staff. Work is performed independently under general direction related to goals.

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

Possess high-level problem solving and analytical skills in resolving problems. Incumbent must possess the ability to determine when it is suitable to involve the Executive Director of Graduate Programs.

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

Representing the COB and the Director of the Gradate Programs, incumbent builds relationships with administrators, faculty, students and staff of the University. Incumbent also strives to build relationships with leaders of the business community and other community members to promote the University and the Graduate Program Office activities and services. It is critical that the incumbent exercise diplomacy and tact in interpersonal relationships.

Employee Initials: **Date:**

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	N	Is exposed to excessive noise
F	Stand	F	Concentrate	N	Is around moving machinery
F	Walk	F	Analyze	N	Is exposed to marked changes
F	Have mobility	F	Use reason/logic		in temperature and/or humidity
F	Bend	F	Demonstrate recall	N	Is exposed to dust, fumes, gases,
F	Climb	F	Make decisions		radiation, microwave (circle)
F	Reach	F	Works rapidly	N	Drives motorized equipment
F	Kneel	F	Handle multiple tasks/priorities	N	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: 15 lbs. max				
O	Carry: 15 lbs. max				
F	Operate equipment				
F	Perform keyboard entry				
	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

Employee Initials: **Date:**