



## POSITION DESCRIPTION

Department:	CAFES – Advising Center
Classification Title:	Administrative Support Coordinator I – 12/12 Mo
Working Title:	Administrative Support Coordinator I
FLSA Status:	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt
Incumbent:	

### Position Summary

The College of Agriculture, Food and Environmental Sciences consists of nine departments, approximately 170 faculty, 80 staff, and 4,000 students in 15 majors. The main purpose of this position is to provide administrative support to the CAFES Advising Center. Reporting to the Associate Dean of Student Success and DEI, the incumbent will serve as the front desk receptionist, handle office duties, and assist students, faculty, staff, and the general public.

### Duties and Responsibilities

The following examples illustrate typical work activities and are not meant to be all inclusive or restrictive:

#### Essential Job Functions

Daily

90%

1. Serve as the front desk receptionist, handle office duties and provide assistance to students, faculty, staff and the general public.
2. Manage drop-in hours, both virtually and in-person.
3. Manage CAFES Peer Advisors including recruiting, onboarding, daily check-ins, monthly trainings, and quarterly scheduling.
4. Greet students, create office culture, and book appointments.
5. Initiate all Office of the Registrar forms through Adobe Sign for the College of Agriculture, Food and Environmental Sciences.
6. Generate and distribute Deans List Certificates for all majors in CAFES.
7. Assist students with completion of routine forms.
8. Provide clerical support including ordering and receiving supplies, typing, photocopying, distributing mail and posting fliers.
9. Provide administrative support for a variety of college communications and events.
10. Run various university reports, such as expected academic progress and individual change of major (ICMA).
11. Manage department P-Card, responsible for monthly reconciliation.
12. Provide lead administrative support for the MAP Center.
13. Provide administrative support for travel and hospitality.
14. Assist with on and off campus courier duties, special guest pick up and other special reservations as needed.

#### Related Job Functions

As Needed

10%

1. Perform other job-related duties and special projects as assigned .
2. Attend training and maintain skill currency as appropriate to safely and effectively complete assignments.

## Required Education, Experience, and Credentials

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### 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:

- Possession of a valid driver's license or the ability to obtain by date of hire.

## Required Skills, Knowledge, and Abilities

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1. Demonstrated customer service experience requiring a very high level of diplomacy and professionalism.
2. Demonstrated ability to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.
3. Demonstrated 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.
4. Organizational and time management skills with the ability to set own priorities to coordinate multiple assignments simultaneously, with fluctuating and time-sensitive deadlines; determine the relative importance of each, set deadlines, and complete projects accordingly. Demonstrated ability to reschedule and distribute work assignments based on shifting priorities.
5. 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.
6. Ability to troubleshoot most office administrations problems and respond to all inquiries and requests related to work area.
7. Ability to research, review, and present information in a clear and concise manner to various levels of authority.
8. Demonstrated ability to maintain a high degree of confidentiality.
9. Strong written and verbal communication skills. Ability to effectively write and prepare own reports. Ability to draft and compose correspondence.
10. Thorough knowledge of English grammar, spelling, and punctuation, and excellent proofreading skills.
11. Working knowledge of or ability to quickly learn University infrastructure, policies and procedures.
12. Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
13. Demonstrated ability to independently apply a wide variety of policies and procedures when specific guidelines may not exist.
14. Ability to perform standard business math, such as calculate ratios and percentages, track financial data, and make simple projections. Ability to gather and analyze data and trends.
15. Ability to operate proficiently and troubleshoot issues with standard office equipment such as copy machines, multi-line telephone system, fax machines, printers, and computers.

## Preferred Skills and Experience

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1. Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.

2. Demonstrated experience in outreach, communication and ability to effectively utilize cloud-based platforms to share, organize and share electronic files.
3. Experience working in a multi-person office.
4. Experience with Word, Excel, Publisher, PowerPoint, Adobe Photoshop, InDesign, Outlook and Calendar, Dashboards, Bi-Tech and PeopleSoft is preferred.

**Special Conditions**

- 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 position description and understand its contents.

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INCUMBENT NAME	SIGNATURE	DATE
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**SUPERVISOR:** I certify that all statements on this form are complete and accurate.

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IMMEDIATE SUPERVISOR NAME AND TITLE	SIGNATURE	DATE
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**DEPARTMENT HEAD:** I certify that all statements on this form are complete and accurate.

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DEPARTMENT HEAD NAME AND TITLE	SIGNATURE	DATE
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**HUMAN RESOURCES USE ONLY**

Employee ID#: _____	REQUEST FOR:	CLASSIFICATION INFORMATION
Position Number: _____	<input type="checkbox"/> Update Review for File	Classification Title: ASC I
FTE: _____	<input type="checkbox"/> Classification Review	Class Code/Range: 1035/1
<input type="checkbox"/> Permanent	<input type="checkbox"/> New Position Recruitment	CBID: R07
<input type="checkbox"/> Temporary	<input type="checkbox"/> Replacement Recruitment	MPP Job Code: N/A
<input type="checkbox"/> COI Position		Classifier Initials: LD
Recruitment Number: _____		Date: 6/26/24