

Customer Service Coordinator (Administrative Support Coordinator I)

PD No.:PD-7653

POSITION DESCRIPTION INFORMATION

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

POSITION INFORMATION

Type of Action Requested:*	Replacement
Internal Team:*	FL-EE Student Services - 10276
Job Code/Employee Classification:*	Admin Support Coord 12 Mo <u>Job Code: 1035</u>
Classification Title:	Administrative Support Coordinator I
MPP Job Code:	NA
Position Number:	Admin Support Coord 12 Mo <u>Position no: FL-10008077</u>
CSU Working Title:*	Customer Service Coordinator (Administrative Support Coordinator I)
Salary Range/Grade:	1035-COORDINATOR I-Grade-1 Minimum: \$ 3,680.00 Maximum: \$ 5,783.00 Pay Frequency:
Reports to Supervisor:	Karen McKinley
Reports To:*	Senior Director, Extended Education Programs <u>Position no: FL-10005409</u>
Campus:*	Fullerton
Division:*	VP, Academic Affairs
College/Program:*	Extension & International Prog
Department:*	EE Student Services - 10276
FLSA Status:	Non-Exempt
Hiring Type:	Probationary
Workplace Type (Exclude Inst Fac):	Telecommute eligible (work onsite as scheduled and/or as requested and telecommute as scheduled)
Pay Plan:	12 Months
Pay Plan Months Off:	NA

POSITION DESIGNATION

Mandated Reporter:*	Limited - The person holding this position is considered a limited 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, revised July 21, 2017.
Conflict of Interest:*	None
NCAA:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Is this a Sensitive Position?:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Care of People (including minors) Animals and Property:	No
Authority to commit financial resources:	No
Access/control over cash cards and expenditure:	No
Access/possession of master/sub-master keys:	No
Access to controlled or hazardous substances:	No
Access/responsibility to personal info:	Yes

Control over Campus business processes: No

Responsibilities requiring license or other: No

Responsibility for use of commercial equipment: No

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

Serves a security function: No

Designated recipient for crime/misconduct reports: No

Significant responsibility for Student Activities: No

Significant responsibility for Campus Activities: No

Job Summary/Basic Function:*

Under the general supervision of the Executive Director and/or the Student Services Specialist, the Customer Service Coordinator provides a wide range of domestic and international student and customer service support for CSUF Extension. The Customer Service Coordinator serves as the primary point of contact for prospective, new, and continuing Extension students as well as other customers including but not limited to faculty, staff, instructors, administrators, campus and community partners, and the general public. Provides high-quality information to these constituencies via email, web, live chat, telephone, and in-person. Provides enrollment support including answering questions, registering students, processing fee payments, and sending enrollment confirmations. Supports student records processing such as application processing, enrollment verifications, petitions, awarding of certificates, and grading support. Performs a variety of clerical duties in support of the general operations of the unit. Contributes to systems testing, writing and updating of business process guides and training of others.

Minimum Qualifications:*

High School diploma or the equivalent and four years of progressively responsible experience in general office, clerical or secretarial work or the equivalent. Thorough, detailed knowledge of applicable university infrastructure, policies, and procedures. Thorough knowledge of English grammar, punctuation, and spelling. Thorough knowledge of office systems with the ability to use a range of technology, systems and software packages including but not limited to Microsoft Office, and Zoom. Ability to independently handle multiple work unit priorities and projects. Ability to apply a variety of policies and procedures where specific guidelines may not exist. Working knowledge of budget policies and procedures. Ability to perform standard business math including calculating ratios and percentages, tracking financial data, and making simple projections. Ability to draft and compose correspondence and standard reports. Ability to handle effectively a broad range of interpersonal contacts including those at a higher level and those sensitive in nature.

A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position with the CSU. 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.

Required Qualifications:**Preferred Qualifications:**

Front-line customer service experience in-person, by phone, and online. Proficiency in Microsoft Teams, PeopleSoft, Cashnet, Salesforce. Ability to handle fluctuating demands and willingness to proactively learn about processes to better respond to inquiries and perform job duties. Bachelor's degree from an accredited college or university or the equivalent. Ability to work successfully independently and as a team member. Comprehensive knowledge of CSUF infrastructure, policies, and procedures.

Special Conditions:

Rapidly changing pace of work, frequent interruptions, customer interactions including solving issues with difficult customers; open, shared work area; evening and weekends may be required and may be asked to work overtime during peak registration periods or for special events. A non-standard/varied work schedule may be required to meet operational needs.

License / Certification:

Valid California driver's license and independent means of transportation is required.

Supervises Employees:*

Yes No


If position supervises other employees; list position titles:

Job Duties

JOB DUTIES

% of time	Duties / Responsibilities	Essential / Marginal
70	STUDENT/CUSTOMER SUPPORT Duties may include but are not limited to: -Serves as the first point of contact for prospective, new, and current domestic and international students as well as internal and external customers -Provides program, process, and policy information to prospective, new and current students via email, web, live chat, phone, and/or in-person -Ensures the full range of student enrollment processes are completed accurately for various domestic and international programs/offering types -Registers students in classes and processes fee payments -Researches and solves problems related to registration and enrollment -Notifies students of class schedule changes and cancellations and supports alternative course enrollment options -Responsible for high-quality customer service reflecting a commitment to diversity, equity, and inclusion -Researches and identifies solutions for students utilizing Extension and campus resources and systems -Responds to student complaints in a timely, effective and respectful manner -Supports University Semester Abroad (USA) applications and enrollment -Contributes to high-quality customer service and data accuracy by ensuring correct, unduplicated student data is created, updated, and/or entered into various systems -Stays informed by and works with other units within Extension and with other units at the university -Participates in outreach, recruitment and registration activities and other Extension/CSUF events on- and off-campus	Essential
15	STUDENT RECORDS SUPPORT Duties may include but are not limited to: -Provides duplicate Letter Grade Equivalent (LGE) notices in response to EIP student requests -Provides enrollment verifications -Supports certificate processing including verification of completion, certificate printing, mailing, tracking of requests and completions -Supports Extension Programs application processing -Provides information to students about various University and Extension petition forms -Coordinates Extension refund petition process (petition prep, supporting documents, administrative support for Extension Petition Committee, student notifications) -Ensures all records are maintained in compliance with the University's policies and established security procedures	Essential
10	ADMINISTRATIVE SUPPORT FOR THE UNIT Duties may include but are not limited to: -Writes and updates business process guides (procedures) -Participates in systems testing, error reporting and troubleshooting -Assists in training new hires -Prepares reports as requested -Assists in editing and updating general and registration information	Essential
5	OTHER DUTIES AS ASSIGNED	Essential

SELECTION CRITERIA

 There are no items to show

Physical Mental and Environmental Demands

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

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

Physical and Mental Requirements

Bending:	Occasionally
Climbing:	Never
Concentrating:	Constantly - Essential
Crawling:	Never
Decision Making:	Occasionally - Essential
Keyboarding and Mousing:	Constantly - Essential
Lifting or Carrying up to 10 lbs.:	Occasionally
Lifting or Carrying up to 25 lbs.:	Occasionally
Lifting or Carrying up to 50 lbs.:	Never
Lifting or Carrying over 50 lbs.:	Never
Performing Calculations:	Occasionally - Essential
Pushing or Pulling:	Occasionally
Reaching Overhead:	Occasionally
Repetitive Motion of Upper Extremities:	Constantly - Essential
Sitting:	Constantly - Essential
Standing:	Occasionally
Stooping Kneeling or Squatting:	Occasionally
Walking:	Occasionally

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:

Environmental Requirements

Drive motorized equipment:	Occasionally - Essential
Excessive Noise:	Never
Hazards:	Never
Outdoor:	Occasionally
Elevated Work:	Never
Extreme Temperature (hot or cold):	Never
Indoor (Typical office environment):	Constantly - Essential

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:

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:

POSTING DETAILS

Advertising Summary: TBD

Advertisement text:

USERS AND APPROVALS

Justification for Position: This position will backfill the same position that was recently vacated due to reassignment/promotion, and align with the other customer service staff in the unit. Filling the vacant position will enable program staff to transition student records responsibilities (such as certificate processing and grading) to the Extension Student Services unit, thereby increasing capacity in the revenue generating program unit.

Hiring Administrator:* Karen McKinley
Email address: kmckinley@fullerton.edu

Approval process:* FL - PD Approval (Staff/MPP) - Dept Head

1. MPP Supervisor:	Karen McKinley	✓	Approved Jun 18, 2024
2. Department Head/Associate Dean:	Karen McKinley	✓	Approved Jun 18, 2024
3. HR Classifier:	Tammy Dietzel	✓	Approved Jun 24, 2024
4. Appropriate Administrator/Dean:	Robin Crew	✓	Approved Jun 27, 2024
5. Position Management:	FL-HRDI PM	✓	Approved Jun 27, 2024

HR/Faculty Affairs Representative:* FL-HRDI Classifier
Email address: hrrecruitment@fullerton.edu