



POSITION DESCRIPTION

Department:	College of Engineering Dean's Office
Classification Title:	Administrative Support Coordinator II
Working Title:	CENG Dean's Office Coordinator – Front Office & Advancement
FLSA Status:	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt
Incumbent:	

Position Summary

Under general supervision of the Senior Personnel Manager, and with lead work direction provided by the Executive Assistant to the Dean, this position provides administrative support for the College of Engineering (CENG) Dean's Office. The primary purpose of this position is to provide administrative support to the Assistant Dean of Advancement and External Relations and Development staff, working independently on assigned projects. The incumbent provides high-level customer service within the Dean's Office to assist donors, visitors, students, and faculty. The incumbent works closely with all college staff to schedule and coordinate meetings and events. Additionally, this position acts as the assistant to the Assistant Dean of Advancement and External Relations including but not limited to calendar management, scheduling, meeting coordination and support, and travel coordination.

Administrative support staff within the College of Engineering primarily support their individual home department, while working as part of a broader team of administrative staff and in collaboration with their peers in other departments and the dean's office. The administrative team shares ideas and innovations with respect to administrative functions, coordinates and implements uniform processes and procedures, and supports each other to ensure the success of the college.

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%**

Assistant Dean Support

1. Coordinate travel for the Assistant Dean of Advancement and External Relations. Maintain all records needed to process accurate and timely travel claims and ensure compliance with all CSU and Cal Poly travel policies and procedures.
2. Gather background information and prepare materials for the Assistant Dean in advance of meetings. Compile and enter contact reports, prepare meeting follow-up materials, and any additional requested documents or information.
3. Manage the Assistant Dean's calendar including scheduling, resolving conflicts, and moving appointments in coordination with others, to facilitate meetings.
4. Schedule appointments, meetings and develop itineraries for VIP and donor visits. Compile background information and handout materials. Prepare agendas and take meeting minutes.

Advancement Team Support

5. In collaboration with the development team, plan, coordinate, and support on-campus and off-campus events including fundraising or alumni activities, meetings, and tours. Coordination to include reservations, rentals, procurement, meals, promotion/advertising, managing registration and attendance, and hosting and travel logistics.

6. Coordinate gift processing and acknowledgement operation to ensure timely recognition of all gifts.
7. Manage and oversee the Corporate and Individual Dean's Clubs for Innovation including, tracking membership, handling stewardship, and the renewal process for donors.
8. Prepare donor correspondence and other written or media materials, such as flyers and brochures. Create, update, and maintain letter templates for acknowledgments. Research and write special acknowledgment letters.
9. Coordinate with the CENG Director of Finance on the advancement budget and assist with fund tracking and oversight.
10. Submit donor output requests.
11. Run reports in university advancement system as requested.

CENG Office Support

12. Provide office reception coverage for the Dean's Office during standard office hours including answering phones, greeting guests, directing visitors, opening and closing the office, and screening visitors and calls for the leadership team.
13. Foster and promote a welcoming and inclusive environment as part of the CENG reception team. Make recommendations for improvements in the office environment and efficiency.
14. Supervise and direct work assignments for office student assistants as needed. Provide evaluative input annually.

Administration and Records

15. Utilize campus gift tracking system to input and access gift records that includes gift terms, gift activities, spending, and operational decisions and details. Provide information and reports to Assistant Dean or Development Officers as needed.
16. Coordinate with Assistant Dean, University Development, and the Director of Finance and Administration to ensure all received monies are credited to the correct fund in alignment with donor intent.
17. Working with the Director of Finance and Assistant Dean, prepare annual report on the College of Engineering's Advancement expenditures.
18. Financial transaction processing (includes occasional cash handling) for Dean's Office financial resources and donated funds ensuring that all transactions are processed accurately and in a timely manner.
19. Purchasing card custodian. Reconcile procurement card monthly and ensure compliance with all CSU and Cal Poly purchasing policies and procedures.

Central Development and Campus Contact for Donor Support

20. Act as primary point of contact with Cal Poly's Donor Relations and Alumni Relations office.
21. With input from development team, compile narrative and financial information for scholarships, endowments, building projects, major programs, etc. to enable University Development to provide reports for the College of Engineering's major donors.
22. Provide University Development Services with biographical updates, address changes and similar donor record updates.
23. Coordinate and maintain donor files, and donor and gift records. Serve as the first point of contact to interpret and process requests for donor and gift information.

Related Job Functions

As Needed

10%

1. Provide backup coverage for CENG Departments, Dean's Office and college programs for tasks and administrative duties that are similar to those listed under essential job functions.
2. Perform other job-related duties and special projects as assigned.
3. Maintain currency in the knowledge and skills necessary to facilitate industry-leading solutions.

Required Education, Experience, and Credentials

Education and Experience:

- High school diploma or its equivalent. Type 45 wpm. Five (5) 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:

- N/A

Required Skills, Knowledge, and Abilities

1. Ability to present a professional and pleasant demeanor on a consistent basis, and to provide excellent customer service, while interacting in person and by telephone, with a variety of campus and community individuals requiring active problem solving and effective interpersonal skills.
2. Ability to interpret, communicate and apply policies and procedures. Demonstrated ability to maintain a high degree of confidentiality.
3. Ability to successfully assign tasks, provide work direction, training, and guidance to student office assistants.
4. Working knowledge of or ability to quickly learn University infrastructure, policies, and procedures.
5. Proficiency in identifying, outlining, initiating, and coordinating multiple activities simultaneously in a rapidly changing environment to accomplish- large scale, complex projects- with a broad visible impact; setting deadlines with ability to reschedule and distribute work assignments based on shifting priorities.
6. Ability to make decisions on day-to-day operations of program, with a particular emphasis on interpreting and applying specialized policies and procedures using judgment and discretion to act when precedents do not exist.
7. Ability to effectively evaluate projects to analyze operational and procedural problems from a broader perspective and develop, recommend, and evaluate proposed solutions.
8. Excellent computer skills and proficiency with a variety of computer applications including word processing, spreadsheets, query tools, databases, on-line systems, internet as well as online calendaring and email.
9. Excellent written and verbal communication skills. Ability to effectively write and present own reports. Ability to use and quickly learn new office support technology systems and software packages.
10. Excellent organizational and time management skills with the ability to set own priorities and those of others as well as to coordinate multiple assignments with fluctuating and time-sensitive deadlines. Ability to adapt to changing policies, procedures, and technology.
11. Thorough knowledge of English grammar, spelling, and punctuation.
12. Ability to proficiently operate, trouble-shoot, and maintain standard office equipment (eg. copier, printer, Fax).
13. Ability to research, review, and analyze information, and present in a clear and concise manner to various levels of authority.
14. Demonstrated customer service experience requiring a very high level of diplomacy and professionalism.
15. Ability to use tact and diplomacy to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.
16. 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.

17. Excellent communication skills: ability to effectively communicate information in a clear and understandable manner, both verbally and in writing.
18. Thorough knowledge of English grammar, spelling, and punctuation.
19. Demonstrated ability to maintain a high degree of confidentiality.

Preferred Skills and Experience

- Knowledge of and skilled in campus/network applications (PeopleSoft Finance Administration, Dashboards, Advance).
- Thorough, detailed knowledge of university infrastructure, policies, and procedures.
- Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.

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.
- This position is a "designated position" in the California State University's Conflict of Interest Code. The successful candidate accepting this position is required to file Conflict of Interest forms subject to the regulations of the Fair Political Practices Commission.
- 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.

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

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.

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: <u>Administrative Support Coordinator II</u>
FTE: _____	<input type="checkbox"/> Classification Review	Class Code/Range: <u>1035_02</u>
<input type="checkbox"/> Permanent	<input type="checkbox"/> New Position Recruitment	CBID: <u>R07</u>
<input type="checkbox"/> Temporary	<input type="checkbox"/> Replacement Recruitment	MPP Job Code: <u>n/a</u>
<input type="checkbox"/> COI Position		Classifier Initials: <u>LD</u>
Recruitment Number: _____		Date: <u>8/7/24</u>