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:					
APPROVED CLASSIFICATION	CLASS CODE	EEO CAT	RANGE/ GRADE CODE	APP. BY C&C	DATE
ASC II	1035	12	2	VC	08/19/2024

1. POSITION INFORMATION

Employee: _____ Department: Environmental Studies Dept

Current Classification: ASC II Working Title: Administrative Support Coordinator II

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

Position Provides Lead Work Direction To:

Classification: Student Assistants Qty: 1 FTE: 1.0

Classification: _____ Qty: _____ FTE: _____

Classification: _____ Qty: _____ FTE: _____

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

Name & Title of Appropriate Administrator: Dr. Wayne Linklater, Department Chair

Name & Title of Dean/Manager (MPP): Dr. Dianne Hyson, Dean, College of SSIS

2. PRIMARY ACTION BEING REQUESTED (Select One)

[x] Job Posting: [ ] New Position [x] Replacement Position, former incumbent: Donna Leiva (ASC II)

[ ] 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: _____ Date: Aug 26, 2024

Dean/Manager (MPP): _____ Date: Aug 26, 2024

Adobe Acrobat Sign Transaction Number: CBJCHBCAABAAh3MTKv4pCslwXnP7wlsdev385jUW4uaS

FOR HUMAN RESOURCES USE ONLY:	
APPROVED CLASSIFICATION	WORKING TITLE
ASC II	Administrative Support Coordinator II

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.

1. Experience coordinating and/or performing day-to-day clerical and administrative support functions in a complex administrative environment.
2. Experience setting priorities, meeting deadlines, and evaluating and making recommendations pertaining to operational and procedural matters.
3. Ability to interpret and apply policies and procedures independently and use judgment and discretion to act and make decisions and recommendations when precedents do not exist.
4. Excellent written and verbal communication skills with the ability to convey information clearly and accurately (e.g., reports) and with mastery of English grammar, punctuation, and spelling.
5. Ability to develop, research, analyze, evaluate, and recommend innovative solutions to a broad range of operation and procedural office and administrative problems.
6. Expertise with office software packages (e.g., Microsoft Office, Adobe, OnBase) and equipment and the Internet.
7. Strong organizational and multi-tasking skills and ability to initiate, coordinate, execute, and evaluate large-scale, complex projects that may involve coordination with the College and/or other departments.
8. Ability to work creatively and independently under general direction related to departmental goals.
9. Skilled in interaction with others at all levels within and outside the university, including in sensitive interpersonal situations.
10. Ability to work with frequent interruptions.
11. Ability to prepare correspondence, create spreadsheets for budget monitoring, and access databases.
12. Ability to provide lead work direction, training, and guidance to student assistants. Provide input to performance evaluations, when needed. Assumes accountability for student assistants work flow and work completion.
13. Ability to perform business math, track and analyze financial and budgetary data and make accurate projections requiring some inference.
14. Experience maintaining sensitive and confidential information and demonstrated ability to use discretion regarding confidential matters.
15. Demonstrated ability to work with people from diverse backgrounds.
16. Commitment to maintaining a welcoming and inclusive work environment with diverse colleagues and constituents including faculty, students, staff, and members of the community.

Employee Initials: **Date:**

Condition of Employment

- Ability to successfully pass a 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).

17. Experience with managing CSU specific funds (MDS01, MS045, Lottery Funds, CCE Funds, UFSS Funds and their specific guidelines.
18. Experience with CSU specific purchasing processes (Pro Card, Hospitality, PO)
19. Experience with preparation of CSU specific part-time lecture appointment letters, Faculty Release Time, and student hiring.
20. Experience with CSU specific Class schedule building (CMS and ASTRA)
21. Experience with CSU specific Student Enrollment (CMS) software
22. Experience with other CSU specific applications: Adobe Sign, One Base, Concur Travel.
23. Experience with providing administrative support to a Master's program.

6. POSITION SUMMARY

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

The Administrative Support Coordinator (ASC) II is responsible for providing administrative support for the Department of Environmental Studies and for managing the majority of the day-to-day operations of the department office, including training and providing lead work direction to student assistants. The ASC II provides a full range of administrative support to the Department Chair, full-time and part-time faculty and provides assistance, information and guidance to students.

The ASC II is responsible for: developing, maintaining, monitoring, and analyzing various departmental fiscal records; managing departmental purchases; preparing, inputting, and updating the semester schedule of classes; organizing and coordinating procedures for various departmental committees including part-time and full-time faculty hiring committees; manual enrollment of students as needed; maintaining confidential personnel files; and serving as a liaison and resource person for the department.

The incumbent develops procedures and timelines for the department and recommends them to the department chair, faculty and department committees regarding various issues such as budget, part-time faculty hiring, development of department class schedule, etc., and assists in carrying out the decisions made on those issues. The position uses judgment and discretion to independently interpret and apply detailed knowledge of university, college, and department policies and procedures, as well as knowledge of organizations governing students, faculty, and staff.

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)
40%	Daily	Policies, Procedures, Operations

		• Responsible for meeting all deadlines for Department, College and University that pertain to task areas and responsibilities • Recommends to Chair changes in Departmental procedures, modification of instructions for clarity, revision of Departmental Forms, etc. • Functions as a primary resource in Department for disseminating information related to University, College and Department policies, procedures and practices regarding personnel, curriculum, degree requirements, and budget matters. • Works closely with the Chair and Departmental committees to schedule meetings, prepare agendas, arrange suitable locations, distribute supporting materials, record minutes of Department meetings and maintains a record of substantive decisions. • Collaborate with IT and Facilities Management as necessary to assess, order, inventory and track computer supplies and equipment, and office, teaching and field and laboratory research equipment. • Serves as first point of contact between students and general public and the department, addressing or sorting and forwarding/delegating digital and physical correspondence, including postal, electronic, and voice mail. • Provides for continuity of operation and smooth transition between Department chairs. • Provides lead work direction to student assistants and federal work study positions within the department, including oversight and evaluation of their performance and adherence to general policies, procedures, and conduct to support optimal service to faculty, staff, students, and general public.
40%	Weekly	<u>Budget and Finance</u> • Compiles information and recommends to Chair budgetary requests for clerical needs, student assistants, operating expenses, equipment, telephone, postage, faculty requests, etc. • Maintains student assistant work budget and monitors these accounts for the Department • Tracks internal budgetary matters. Helps develop annual budget for the Department. Assists with and prepares budget projections and submits reports to Chair and College. • Coordinates major equipment purchases and maintains various Department accounts. Prepares and tracks all requisitions and purchase orders for payment. • Maintains office Procurement card, purchases items needed for faculty and office, reconciles at the end of each month on CMS. <u>Reports, Memos, Preparation and/or Creation of Written and Digital Documents</u> • Compiles information for Chair and Departmental committees on various reports and projects. • Works with Chair to ensure that information and decisions are communicated to Dean's Office or other University programs, as needed. • Coordinates typing of final drafts of correspondence, reports, publications, announcements and instructional materials pertinent to administrative support of the department office and the department chair. Edits final copies of such work for conformity to policy, as well as for accuracy, completeness, grammar,

		spelling, punctuation and format. Creates documents where content is well understood. • Keeps department website and student resource pages (e.g., in Canvas) up to date. <u>Semester/Annual Schedule of Classes</u> • Serves as the central information point for the Department's course schedule; supports the department chair with paper and online work processes associated with schedule creation; and schedules course and room assignments via CMS. Attends workshops to keep abreast of new CMS requirements. Coordinates changes throughout semester. • Coordinates and executes student evaluation processes for faculty and other student surveying for program and course evaluation (e.g., senior exit survey). • Prepares and distributes scholarship announcements to majors; schedules and coordinates their review by faculty; and communicates with scholarship applicants. <u>Curriculum/Enrollment</u> • Analyzes, projects and prepares reports on classroom enrollment trends, salary costs, graduation lists and GPA's. • Compiles and updates department major and minor advising forms and handouts. • Serves as vocational and internship liaison for department majors and sponsor agencies and institutions. • Coordinates adds/drops for Department <u>Personnel</u> • Serves as a resource regarding policies, procedures and deadlines related to appointment, retention, tenure, promotion and leave for full-time and part-time faculty. • Arranges hotel accommodations, transport and parking for visiting candidates for faculty positions, speakers and guests. • Attends Administrative Support Group meetings hosted by the Dean's Office. • Attends training and workshops related to faculty ARTP processes. • Maintains part-time faculty personnel files. Works with Department Chair and Search Committee Chair on processes and communication associated with faculty hiring, including preparing quotes and requisitions for advertising, correspondence with candidates, maintaining recruitment files. • Keeping records of temporary and part-time faculty salaries, entitlements, research contracts, teaching buy-outs. • Generate new contracts in CMS, track eligibility for SSI increases. • Maintains database of alumni. • Responsible for student hiring paperwork and assisting faculty in the hiring of student teaching and research assistants. • Answers questions and assists students, faculty and staff regarding university policies and procedures. Assists in processing forms and obtaining signatures.
15%	Monthly	<u>Timekeeping</u> • Responsible for maintaining records, collecting timesheets and entering time into CMS, for staff; faculty and students.

		Event Coordination • Prepares, coordinates, and provides logistical support as needed for special department functions. Misc • Process, approve, and monitor key issue requests for faculty, staff, and student assistants. • Maintains a database of active and inactive, retained and destroyed departmental, faculty and student documents and files and manages the departments file destruction schedule. • Maintains the department website, student resource pages (e.g., Canvas), and social media accounts; responsible for content, presentation, navigation, accuracy of information, technical aspects of site, and anticipating and responding to faculty and student needs and requests for on-line information, formats. • Handles sensitive interpersonal situations that arise with students, faculty, and staff by resolving problems when appropriate and referring other situations to the Department Chair or appropriate administrator.

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%	Daily	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.

The ASC II must use sound judgement and independently interpret departmental and University policy to creatively resolve students', faculty's, and staff's inquiries, problems, and other significant issues. General supervision is provided by the Department Chair but the ASC II works independently in prioritizing and monitoring own work and accepting responsibility for the outcomes. The ASC II advises the Chair, faculty and department committees and works with them in decision-making on various issues such as the budget, part- time faculty hiring, and developing the department schedule. The ASC II provides lead work direction and training to student assistants in office procedures.

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

The ASC II independently and routinely responds to emails, walk-in, and phone inquiries from students, staff and faculty. They are a resource person to part-time faculty regarding questions and inquiries in regards to entitlements, three-year appointments, contracts, assigned time and course evaluations. They assist full time faculty on travel and ARTP procedures, and advise department committees to ensure deadlines are met and proper procedures are followed. They help students with questions and concerns about their classes, the major, advising, and interpreting department and University policies and assist students with registration and enrollment. Administrative and technical support problems may include those that are solved by communicating with individuals within and outside the University. Other problems may require some research or consulting with peers to find solutions.

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

The ASC II must coordinate constantly with most offices on campus, including but not limited to the following: Procurement Office and Accounts Payable for purchasing and travel requests; the Human Resources Office and Payroll regarding faculty and staff hiring, timekeeping, and part time entitlements and 3-year appointments; the Dean's Office and / or Academic Affairs on course proposals, catalog copy, and schedules; Space Management on room assignments; Facilities for work orders; Registrar's Office for student related issues; Graduate Studies for general issues for graduate students; Budget office for budget and expenditure transfers; UEI for scholarships, budget accounts, faculty travel, faculty grants, winter and summer schedules, and catering.

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 <u>not</u> 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	N	Is exposed to marked changes in temperature and/or humidity
F	Have mobility	F	Use reason/logic		
F	Bend	F	Demonstrate recall	N	Is exposed to dust, fumes, gases, radiation, microwave (circle)
O	Climb	F	Make decisions		
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 25 lbs. max				

Employee Initials: **Date:**

FOR HUMAN RESOURCES USE ONLY:	
APPROVED CLASSIFICATION	WORKING TITLE
ASC II	Administrative Support Coordinator II

O	Carry 25 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