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|  | Date Revised:9/24/24 |
| STAFF Position Description |

**Instructions:** C*omplete this form for all staff positions. The form is also used to request a classification review of a currently filled position, or to update a position description with no review requested. After completion of the form, a signed copy should be given to the employee (if the position is filled), one copy forwarded to the Office of Human Resources, and the original electronic version maintained by the department.* [NOTE: This form is unlocked; you will need to **double-click** check boxes in order to check, and Ctrl + Click to open links.]

**A. Action Requested**

Request a New position OR  Fill a Vacant position *(Must initiate through online recruitment)*  
 Initiate a Classification Review for a filled position

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| **Requestor:**  Employee OR  MPP Administrator | **Name:** |

Update an existing position description *(no review requested)*

New Employee/Appointment acknowledgment of the position description *(no review requested)*

*(Employee should be given full position description within 7 working days of start date)*

**B. Current Information**

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| **Name of current incumbent:** *(if filled)* | | | | | | | | **Employee ID #:** | |
| *Or if vacant*, *name of previous incumbent*: Surinder Matharu | | | | | | | | | |
| **Classification Title:** Administrative Support Coordinator I | | | | **Job Code:** 1035 | | | **Grade:** 1 | **Position #:** 99738589 | |
| **Working Title:** *(optional*)  Transfer Admissions Representative | | | | | | [**FLSA**](https://www.csun.edu/sites/default/files/CSU-Staff-Job-Codes.pdf) **Status:** Non-exempt  *(See* [***CSU FLSA/Job Code List***](https://www.csun.edu/sites/default/files/CSU-Staff-Job-Codes.pdf) *-* [csun.edu/careers/resources-links](https://www.csun.edu/careers/resources-links)*)* | | | |
| **Department ID:** 10478 | **Department Name:** Office of Admissions | | | | | | | | **Time Base:** 1.0 |
| **Lead** *(non-MPP Reports To, if applicable)*  **Name:** | | **Classification Title:** | | | **Working Title:** | | | | |
| **MPP Administrator/Department Chair** *(Reports To)*  **Name:** Rory Meister | | | **Working Title:**  Assistant Director, Domestic Undergraduate Admissions | | | | | | |

*Please attach an org chart, if requesting a reorganization (current and proposed) (See* [***Campus Org Chart***](https://www.csun.edu/hr/orgchart) *-* [*csun.edu/hr/orgchart*](http://www.csun.edu/hr/orgchart)*)*

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| **Is this a sensitive position as designated by the CSU?**  Yes  No *(See* [***Sensitive Table***](http://www.csun.edu/sites/default/files/sensitive-positions-table1.pdf) *-* [*csun.edu/hr/background-checks*](http://www.csun.edu/hr/background-checks)) |

**C. Position Purpose** *(Hint: Complete Section D. first and then summarize; typically between 2 to 5 sentences)*

*Please briefly describe the primary function, nature, and scope of the position.*

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| Under the direction of the Assistant Director, Domestic Undergraduate Admissions, the Transfer Admissions Representative performs a broad range of duties with the support and within the constraints of several computer database systems. Responsible for the admission processing of applicant’s transcripts and other documents. The Transfer Admissions Representative is required to provide public contact support for international and domestic students and the general public by phone and at the reception counter. The incumbent will learn the SOLAR database and will be proficient in the Microsoft Office Suite. Strong interpersonal skills and the ability to adequately comprehend needs and convey information through both oral and written communication. Works cooperatively with the Admissions Advisors. Establishes and maintains professional relationships with coworkers, faculty, staff, students, and the campus community. Perform a variety of other clerical assignments as the need arises. |

**D. Major Duties**

*Describe each major set of responsibilities assigned to this position (typically 4 to 7) listing them in order of importance. Indicate the approximate percentage (minimum of 5% for a given major duty, with the total equaling 100%) of time spent in each area of responsibility, estimated over a year timeframe. Miscellaneous or other duties as assigned should be 5%.*

*Indicate duties, which are “****essential functions****” by checking the Essential box in the right column (15% or greater to be considered essential).*

*The Americans with Disabilities Act (ADA) provides that there shall not be a barrier to employment for an otherwise qualified disabled individual who is able to perform the “****essential functions****”, which is intrinsic to the work.* ***A function may be essential because******1)*** *the position was established to perform the function;* ***2)*** *a limited number of employees are available to perform the function; and/or* ***3)*** *removing the function would fundamentally change the position.  (Example: A receptionist must be able to respond to in-person, telephone and electronic inquiries).*

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| **Description of Duties** | **% of Time Total = 100** | **Essential  (Minimum 15%)** |
| **Public Contact/Student Support:**   * Interacts and provides timely Transfer admission information with our CSUN campus community. * Provides customer service through a variety of media, though the office’s front counter reception area is the primary site. Other media may include telephone, email, and paper mail. * Assists domestic and international students by referral to Admissions Advisors or other offices on campus as needed. * Acquires and maintains knowledge of office and university policies and procedures in order to disseminate current and accurate information at all times. * Reviews accuracy of documents received and provides general advisement that includes Cal State Apply questions, student forms, and transfer related inquiries. | 55 |  |
| **Admissions Documents:**   * Analyzes application data for admission, log in and scan documents and test scores, interpret and enter data in SOLAR. * Reconciles any discrepancies reported on applicant’s applications as a result of the electronic application from Cal State Apply. * Prepares admission documents for mailing and emailing to applicants and students. * Updates SOLAR with any changes reported by applicants, changes discovered in processing or error reconciliation, and adjustments resulting from the receipt of documents from high schools, colleges, testing agencies, and other sources. | 40 |  |
| Performs other duties as assigned. | 5 |  |

**E. Physical and Cognitive Demands; and Environmental Conditions**

*Check the appropriate box for each of the following items that most accurately describes the minimum extent of the specific activity performed by this position. Based on a typical workweek.*

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| **PHYSICAL DEMANDS** | **Greater than**  **50%** | **Less than**  **50%** | **N/A** |  |  | **Greater than**  **50%** | **Less than**  **50%** | **N/A** |
| 1. Key Boarding and Mousing |  |  |  |  | 1. Lifting or Carrying |  |  |  |
| 1. Repetitive Motion of upper extremities |  |  |  |  | 1. Up to10 lbs. |  |  |  |
| 1. Hearing |  |  |  |  | 1. Up to 25 lbs. |  |  |  |
| 1. Sight |  |  |  |  | 1. Up to 50 lbs. |  |  |  |
| 1. Sitting |  |  |  |  | 1. Over 50 lbs. |  |  |  |
| 1. Standing |  |  |  |  | 1. Pushing or Pulling |  |  |  |
| 1. Walking |  |  |  |  | 1. Up to10 lbs. |  |  |  |
| 1. Bending (from waist or neck) |  |  |  |  | 1. Up to 25 lbs. |  |  |  |
| 1. Climbing Ladders |  |  |  |  | 1. Up to 50 lbs. |  |  |  |
| 1. Stooping, Kneeling, or Squatting |  |  |  |  | 1. Over 50 lbs. |  |  |  |
| 1. Reaching above shoulder level |  |  |  |  |  |  |  |  |

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| **ENVIRONMENTAL CONDITIONS** | **Greater than**  **50%** | **Less than**  **50%** | **N/A** |
| 1. Inside (Typical office environment) |  |  |  |
| 2. Elevated Work *(Raised platform/scaffold)* |  |  |  |
| 1. Extreme Temperature (hot or cold) |  |  |  |
| 1. Outdoor |  |  |  |
| 1. Hazards |  |  |  |

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| **OTHER**  *Describe any additional demands/conditions or special circumstances that are pertinent to the position.* |
| Must possess interpersonal skills and the ability to adequately comprehend needs and convey information through both oral and written communication and demonstrate the ability to establish and maintain professional relationships with coworkers, faculty, staff, students and the campus community. Demonstrates a willingness to assist students, the general public, and fellow employees as needed for the office functioning over the annual Admissions and Records processing cycle.  Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. May require occasional travel.  Employee works in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employee may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. |

**F. Equipment** *List any special software and machines, tools, and equipment used on a regular basis.*

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| **Type** | **Purpose and Desired Results** |
| *Example A1) Lawn Mower Example B1) Microsoft Word* | *Example A2) Mowing grass Example B2) Create or update documents* |
| SOLAR/PeopleSoft | Student Records Access |
| OnBase Imaging System | Retrieve Records for Review |
| MS Office | Email; Document Creation; Spreadsheets |
| u.achieve | Transfer Course Articulations, Course Entry |
| ICD Phone System | Communication |
| CalState Apply | Application Assistance and Training |
| ASSIST | Transfer Credit Articulation, and general Advisement |
| College Source | Transfer Credit and Accreditation inquiries |

**G. Training and/or Licenses; and Additional Knowledge, Skills, Experience**

**(A). Training and/or Licenses:** *List required and preferred training, licenses or certifications. If a license is required for any position outside of the* [*CSU Professional License Table*](https://www.calstate.edu/hrpims/pims/Appendix/professional_license_table.htm) *(*[*www.calstate.edu/hrpims/pims/appendix/professional\_license\_table.htm*](http://www.calstate.edu/hrpims/pims/appendix/professional_license_table.htm)*), a justification must be provided in description.* ***\*****Any CSU/CSUN “Required” training will be provided after starting the appointment.*

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|  | **Required** | **Preferred** | **N/A** |
| **\***CSU Sexual Harassment Prevention / Title IX / Data Security Training *(Required for ALL employees)* |  |  |  |
| **\***CSUN Defensive Driver Training and Powered Cart/Low Speed Vehicle Safety Training (if appl) |  |  |  |
| **\***CSUN Procurement Card (P-Card) Training |  |  |  |
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| **(B). Additional Knowledge, Skills, and Experience:***List additional knowledge, skills, and experience. Human Resources will determine the minimum qualifications based on the CSU Classification Standards.* | | | |
| * Ability to present clear and concise information orally and in written reports. * Ability to recognize multicultural, multi-sexed and multi-aged value systems and work accordingly. * Understanding of and sensitivity to educational equity cultural issues to support partnerships and provide services. * Ability to establish and maintain cooperative and effective relations with University community as well as private and public agencies. * Proficient written and oral communication skills, including public speaking skills to present admissions and outreach information and communicating program requirements. * Ability to review transcripts, test scores, and application related materials. | | | |

**H. Lead or Oversight of Other Positions**  Yes  No (Please list below) *List positions (including Student Assistants) that incumbent will lead, oversee or provide direct or general work direction, if applicable. (Generally, non-MPP Staff may lead, oversee, coordinate, and provide input for hiring and evaluations to MPP Administrators. Management and supervision authority is held at the MPP Administrator level.):*

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| **Name** *(if applicable)* | **Classification Title** | **Position #** |

**I. Changes in Position**

*If this is an existing position that you believe has changed, what specific duties or responsibilities have been changed, added to, or removed since the position was reviewed previously or since the incumbent was assigned?*

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**J. Signatures** *(Print, sign and date below)*  **EMPLOYEE** (*Acknowledgement of reading and receiving a copy of this job description*)

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| **Employee:** | **Signature:** | **Date:** | **Extension:** |
| **LEADS / MPP ADMINISTRATORS** (*Acknowledgement that the information is accurate*) | | | |
| **Non-MPP Lead:** *(if applicable)* | **Signature:** | **Date:** | **Extension:** |
| **1st level MPP Administrator/Dept. Chair:** *(required)*  **Rory Meister** | **Signature:** | **Date:** | **Extension:** |
| **2nd level MPP Administrator:** *(if applicable)*  **Aaron Lindberg** | **Signature:** | **Date:** | **Extension:** |
| **3rd level MPP Administrator:** *(if applicable)* | **Signature:** | **Date:** | **Extension:** |