



POSITION DESCRIPTION

Department:	Army ROTC
Classification Title:	Administrative Support Coordinator I
Working Title:	Administrative Support Coordinator
FLSA Status:	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt
Incumbent:	

Position Summary

The Reserve Officers' Training Corps (ROTC) Leadership department, situated within the College of CAFES, functions as an academic unit catering to approximately 75 students (with potential fluctuations up to 100). It offers one minor and supplementary non-military science major courses to support leadership minors. Additionally, ROTC provides hands-on leadership instruction to other departments/courses upon request. When fully staffed, the department comprises a department head, four faculty members, one Department of Army (DA) office support administrator, one DA supply management employee, and one DA Recruitment Organizer. ROTC is a highly selective program tailored for individuals preparing for leadership roles within large organizations. At California Polytechnic Army ROTC, military science electives are seamlessly integrated with practical leadership training, preparing cadets for future roles as Army officers. Upon completion of the program and graduation from college, cadets are commissioned as second lieutenants in the U.S. Army, Army Reserve, or Army National Guard.

Under the direction of the department head for Military Science, the Administrative Coordinator serves as the principle administrative aide to the Department Chair, and primary Army ROTC program support providing interface between the University and U.S. Army personnel assigned to the Army ROTC program. The incumbent must be knowledgeable of the California State University, California Polytechnic policies and procedures and be able to learn and understand relevant U.S. Army guidelines in support of the program's mission of producing officers for the U.S. Army. This position's responsibilities include but are not limited to: coordinating office operations; screening student records/applications to determine admission and contracting eligibility; maintaining and providing updates to websites and social media accounts; tracking and monitoring budget expenditures and processing related fiscal transactions; and providing lead work direction to student assistants. Additionally, the incumbent must possess strong communication and organization skills and must be able to work independently.

Duties and Responsibilities

1. Develops and updates materials such as flyers, brochures, training materials, how-to manuals, event programs, agendas, presentations and other documents.
2. Provides updates to assigned websites and social media accounts, ensuring information is up to date, links are active and are information is in compliance with university standards.
3. Assists with the creation and updating of department presentations; Assists department with coordination of presentations at events on and off campus.
4. Conducts training to educate staff, faculty and student assistants regarding department/program/University changes.
5. Researches and interprets a variety of administrative policies and procedures.
6. Interacts with a variety of campus and/or community constituents including working with students, faculty and staff.

7. Processes, monitors and tracks budgeted expenditures for departments and/or programs, including payroll, reviewing bills, fee deposits, invoices and purchase orders to ensure accurate information for payments, refund, and identifying appropriate accounting budget line, etc. Assists with department and/or program budgets.
8. Processes expense reimbursements, petty cash, requests, direct payment requests, invoices, refunds, purchase orders and work orders.
9. Maintains and updates department database(s) and spreadsheets to ensure program/department needs are met;
10. Provides administrative support and coordinates day to day operations within department including but not limited to preparing correspondence, emails, transcription of meeting notes, managing calendars, maintaining all confidential personnel files, scheduling and setting up meetings, providing back up support to office staff and answering calls.
11. Ensures that all department/program facilities, furniture, equipment and supplies inventories are kept up to date and within budgetary requirements.
12. Acts as a resource person for faculty, staff and students (current and future) regarding such matters as policies and procedures, class scheduling, use of facilities, etc.
13. Troubleshoots office technology problems and systems.
14. Assists with and helps coordinate and meetings and special events, assists with logistics for meetings and events, including travel to off-site locations, securing contracts for meeting/event, catering, preparing supporting materials, being on-site logistical support during meeting/event, etc.
15. Coordinates the hiring, placement and termination activities for faculty, staff, student assistants, work study students, etc., including preparing requisition requests, advertisements, updating applicant tracking, communications, processing appropriate paperwork and enabling/disabling appropriate system access, etc.
16. Provides lead work direction and schedules student assistants and work study students (including Army appointed Gold Bar Recruiters (GBR) during the summer months of June, July, August, and September) when cadre attending Cadet Summer Training camp (CST).
17. Assists with developing class schedules, including adding/ dropping classes, schedule changes, preparing course change proposals, room assignments, obtaining course credit approvals, editing and updating catalog, processing class registrations, managing wait lists for classes and ordering course materials.
18. Monitors student enrollment in programs, classes and testing, including pulling reports, as well as updating and adjusting enrollments as necessary when asked.
19. Communicates with the Department of Defense Medical Examination Tracking System (DoDMETS) and Department of Defense Medical Examination Review Board (DoDMERB) to facilitate medical exams qualification process for students planning to contract. This includes explanation of the process; scheduling appointments; notification of status of medical determination and transmitting additional information to DoDMETS and/or DoDMERB on behalf of the student if needed.

Required Education, Experience, and Credentials

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

1. Experience to be fully functional in all technical aspects of work assignments.
2. Thorough, detailed knowledge of applicable university infrastructure, policies, and procedures.
3. Thorough knowledge of office systems and ability to use a broader range of technology, systems, and packages.
4. Ability to independently handle multiple work unit priorities and projects.
5. Ability to apply independently a wide variety of policies and procedures where specific guidelines may not exist.
6. Working knowledge of budget policies and procedures.
7. Ability to perform standard business math, such as calculate ratios and percentages, track financial data, and make simple projections.
8. Ability to draft and compose correspondence and standard reports.
9. Demonstrated customer service experience requiring a very high level of diplomacy and professionalism.
10. 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.
11. 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.
12. Excellent communication skills; ability to effectively communicate information in a clear and understandable manner, both verbally and in writing.
13. Thorough knowledge of English grammar, spelling and punctuation.
14. Demonstrated ability to maintain a high degree of confidentiality.
15. Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
16. 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.

Preferred Skills and Experience

- Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.
- Experience working in an institution of higher education.
- Experience working with class scheduling and enrollment management.
- Bachelor's degree.
- Experience with University academic and computing environments, e.g., CFS-Financials, CMS-Human Resources/ Student Administration and Data Warehouse (SacVault), and CARS.
- Knowledge of Cadet Command Information Management Systems (CCIMS), Department of Defense Medical Examination Review Board (DoDMERB), and/or Department of Defense Medical Examination Tracking System (DoDMETS).
- Experience working with military personnel.
- Knowledge of U.S. Army policies and regulation and/or Reserve Officers' Training Corps (ROTC).

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.

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

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: 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: 3/19/24