



# 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:					PU
APPROVED CLASSIFICATION	CLASS CODE	EEO CAT	RANGE/ GRADE CODE	APP. BY C&C	DATE
ISA II (H/I)	1578	6	1	LL	9/22/23

## 1. POSITION INFORMATION

Employee: \_\_\_\_\_ Department: College of Continuing Education

Current Classification: ISA II Working Title: Facilities Support Services Representative

Time Base:  F.T.  P.T. \_\_\_\_\_ %  Other H/I FLSA Status:  EX  NE

Position Provides Lead Work Direction To:

Classification: \_\_\_\_\_ Qty: \_\_\_\_\_ FTE: \_\_\_\_\_

Classification: \_\_\_\_\_ Qty: \_\_\_\_\_ FTE: \_\_\_\_\_

Classification: \_\_\_\_\_ Qty: \_\_\_\_\_ FTE: \_\_\_\_\_

Name & Title of Work Lead (if any): \_\_\_\_\_

Name & Title of Appropriate Administrator: Margaret Reece, Director, Operational Effectiveness & Efficiency

Name & Title of Dean/Manager (MPP): Pamela Wimbush, Associate Dean, Program Operations and Support

## 2. PRIMARY ACTION BEING REQUESTED (Select One)

Job Posting:  New Position  Replacement Position, former incumbent: Robert Thomas- 00013207

Update Position Description Only:

NOTE: An updated position description requires providing Employee with seven (7) days' advance notice. This updated position description must be signed 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: Margaret Reece Date: Sep 28, 2023

Dean/Manager (MPP): Wimbush Date: Sep 28, 2023

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#### 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 <http://www.calstate.edu/HRAdm/Classification/index.shtml>.)

**Knowledges and Abilities:**

Knowledge of the procedures and practices relating to providing support services. Knowledge of procedures and practices related to ordering, issue, and inventory.

Ability to learn quickly the names, uses and care of common types of materials, supplies, and equipment used in the instructional program to which assigned. Ability to plan, organize, and follow a schedule of activities. Ability to learn to operate equipment and to make adjustments. Ability to maintain records and project needs. Ability to correct and perform simple arithmetic calculations. Ability to read and write at a level suitable for performance on the job.

**and**

**Experience:**

Equivalent to one year of experience performing support services for an instructional program and involving such activities as preparing, producing, dispensing or storing materials, supplies, and equipment.

**or**

Equivalent to one year of experience in ordering, purchasing, accounting or in office work related to technical materials, supplies, or equipment or in an office which provided similar services to a technical function or unit may be substituted for six months of the experience.

**or**

Equivalent to two years of college with 16 semester units in courses involving extensive use of materials, supplies, or equipment and in a discipline in the specialty area to which assigned.

#### 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.

**EXPERIENCE**

1. Experience in performing tasks relating to building operations, facilities, equipment, security, scheduling and safety.
2. Broad depth of customer service experience.
3. Experience with classroom operations/maintenance.

**KNOWLEDGE, SKILLS, AND ABILITIES**

4. Ability to make appropriate work decisions by following or interpreting established policies and procedures and past precedents; ability to identify and solve standard problems, and refer more complex problems to appropriate staff.
5. Ability to work independently and as a team.
6. Possess organizational and time management skills to prioritize and multi-task, meet goals and deadlines.

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7. Ability to work safely, recognize and report potential hazards, and ensure building/classroom security.
8. Quality oriented--accurate, timely, meets deadlines, dependable, responsive, proactive, detail oriented.
9. Strong communication and interpersonal skills to effectively and tactfully communicate standard information, written or verbally.
10. Knowledge and ability in installing, operating, and troubleshooting classroom A/V equipment.
11. Thorough Knowledge of office systems and ability to use a broader range of technology, systems, and packages such as Microsoft Office Suite (Word, Excel, PowerPoint).
12. Ability to train and coach others.
13. Commitment to fostering a diverse, equitable, and inclusive work and learning environment.

**PHYSICAL REQUIREMENTS**

14. Ability to lift and carry items weighing 35 lbs.

**OTHER:**

15. Flexible morning, afternoon, evening and weekend daytime/evening ability
16. Valid driver's license and maintenance of good driving record, for occasional driving per the Essential Functions of the position.

**CONDITIONS OF EMPLOYMENT:**

- Ability to 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. Knowledge of software applications such as Continuity Spectrum (C2K) and Event Management System (EMS).
18. Experience in working with diverse public contact in higher education, serving faculty, staff, and students; professional training or adult education programs.
19. Experience in greeting and assisting students, staff, faculty, and visitors and providing information.

**6. POSITION SUMMARY**

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

Under the general supervision of the Director of Operational Effectiveness & Efficiency, or designee, the incumbent provides virtual and onsite instructional and administrative support for the delivery of programming by the College of Continuing Education (CCE).

The incumbent works independently in troubleshooting all instructional program delivery needs, including, but not limited to equipment, parking, building, classroom, computer lab, security, and customer service issues. The incumbent must possess the ability to meet challenges, assess conditions, make decisions, understand technical issues, identify potential causes for equipment failure and find solutions to dilemmas. The incumbent must demonstrate initiative in taking action/making suggestions to improve the delivery of courses and services, respond effectively to inquiries, and follow up appropriately. On occasion, this position provides sole facilities support in Napa and Modoc Halls during evenings and weekends.

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The scope of duties of the position requires close coordination with all units in CCE. The incumbent must have an interest in and an ability to work with a variety of on- and off-campus populations.

## 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)
50%	Daily	<p><b>INSTRUCTIONAL SUPPORT SERVICES</b></p> <p>Performs various tasks associated with security, instructional support, and general building support for Napa Hall, Modoc Hall and other CCE venues.</p> <p><b>SECURITY &amp; SAFETY</b></p> <ul style="list-style-type: none"> <li>• Provides support in monitoring CCE’s buildings and classrooms, including, but not limited to, the Napa Hall and Modoc Hall buildings, classrooms, and computer labs, and other sites without a supervisor present. Acts on behalf of the University/CCE.</li> <li>• Assures security of buildings including classrooms and offices. Locks and unlocks doors before and after classes and when building opens/closes.</li> <li>• Screens visitors; ensures that only authorized persons are allowed admittance to secured areas.</li> <li>• Monitors alarm system and key pads. Troubleshoots as needed.</li> <li>• Maintains a working knowledge of building keys; secures when not in use.</li> <li>• Serves as the designated Emergency Floor Coordinator in the event of an emergency evacuation or other emergency in Napa Hall or Modoc Hall or other buildings as required.</li> </ul> <p><b>INSTRUCTIONAL &amp; EVENT SUPPORT</b></p> <ul style="list-style-type: none"> <li>• Executes daily on-site support tasks for activities, meetings, classes, trainings, and program delivery in-person in Napa, Modoc and other CCE venues.</li> <li>• Prepares classrooms and meeting rooms: table/chair configurations; whiteboards/flipcharts; trash/recycling; cleaning; signage.</li> <li>• Ensures audio-visual equipment is operational prior to program delivery; installs, troubleshoots and seeks to correct problems (computers, wireless remotes, laptops, PA and sound systems, DVDs/VCRs, overhead projectors/ELMOs, LCD projectors, video projection screens and other equipment as requested).</li> <li>• Conducts instructor/speaker orientation at first class meetings: explains critical recordkeeping and equipment information. Ensures that rooms are in optimal configuration for courses, meetings, and activities. Makes adjustments as necessary to provide excellent customer service.</li> <li>• Travels occasionally for off-site facility assistance.</li> </ul>

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40%	Daily	<p><b>GENERAL BUILDING MAINTENANCE SUPPORT</b></p> <ul style="list-style-type: none"> <li>Fields and responds to building questions and problems posed by students, faculty, and visitors. Referrals are made to the appropriate facilities staff for follow up, if necessary.</li> <li>Occasional after hours and weekend maintenance support may be required.</li> </ul> <p><b>ADMINISTRATIVE/SCHEDULING ASSISTANT/SHIPPING &amp; RECEIVING SUPPORT</b></p> <ul style="list-style-type: none"> <li>Provides general administrative support for team, unit, and other CCE departments for projects as requested.</li> <li>Duplicates, prepares, and assembles materials; performs data entry; conducts internet research; makes telephone calls; assembles mailings; maintains files; and completes other administrative support duties as assigned.</li> <li>Provide back-up support to the CCE Scheduling Liaison for course, logistics, events and classroom scheduling.</li> <li>Provide back-up support for Shipping and Receiving of supplies.</li> <li>Interpret and convey facilities use and scheduling policies and procedures</li> <li>Enter schedules in MS Outlook and Event Management System (EMS) and other scheduling software programs as may be required.</li> <li>Provide scheduling support during summer session and respond to emails during high volume.</li> </ul>
	Daily	<p><b>ORGANIZATIONAL CITIZENSHIP</b></p> <ul style="list-style-type: none"> <li>Show a commitment to fostering a diverse, equitable, and inclusive work and learning environment.</li> <li>Maintain familiarity with general CCE policies, procedures, and programs, as well as general knowledge of Sacramento State policies, procedures, programs, and organization.</li> <li>Promote and instill a strong culture of teamwork by working together safely, effectively, and respectfully with all associates.</li> <li>Ensure continuity of services during periods of staffing shortages or unanticipated increases in unit workload.</li> <li>Adhere to the “Hornet Honor Code” by actively promoting honesty, integrity, respect, and care for every person, ensuring a welcoming campus environment, and striving to help every member of our Hornet family, including partners, learners and clients, feel a strong sense of belonging.</li> <li>Serve on committees and work groups for CCE and/or the University.</li> <li>Create a welcoming environment for colleagues, partners, and clients.</li> </ul>

## 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)
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5%	Daily	Other duties as assigned.
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## 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.

Provides sole facilities and security support in the Napa Hall and Modoc Hall buildings, classrooms, computer labs without a supervisor present; acts on behalf of the University/CCE. Ensures building security. Serves as the designated Emergency Floor Coordinator in the event of an emergency evacuation or other campus emergency as required. Works independently under general supervision.

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

Must seek assistance to diagnose and resolve technical issues with computers and A/V equipment, and find solutions to dilemmas regarding facilities. Must find solutions to dilemmas regarding facilities and registration. Must make frequent adjustments to classroom requirements to accommodate changes and problems. Must address complaints from students, instructors, and staff and follow up appropriately. May encounter situations with problem patrons and emergency situations and must respond appropriately. Requires analytical and conflict management abilities.

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

- CCE staff regarding: classroom and A/V equipment needs/usage; registration, parking, and payment recordkeeping; building operations (security, safety, maintenance, etc.).
- Faculty regarding: classroom and A/V equipment needs/usage; registration recordkeeping.
- Students/clients (CCE executive/professional and University) regarding: information, registration, payments, programs, vending, parking, facilities; potential CCE/University students and visitors.
- University police regarding: problem patrons and emergencies.
- Central plant: regarding locked classrooms and alarm panels, power outages and other emergencies
- UTAPS staff: regarding parking permit sales and distribution issues.
- UEI property management and custodial staff: regarding property issues, problems, and repairs.
- Campus facilities, locksmiths, technicians: regarding access to Napa Hall for maintenance and repairs.
- Vendors and contractors: regarding access to Napa Hall for services and repairs.

## 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 not use “X.”

PHYSICAL	MENTAL	ENVIRONMENTAL
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F	Sit	F	Direct others	O	Is exposed to excessive noise
F	Stand	F	Concentrate	F	Is around moving machinery
F	Walk	F	Analyze	O	Is exposed to marked changes in temperature and/or humidity
F	Have mobility	F	Use reason/logic		
F	Bend	F	Demonstrate recall	O	Is exposed to dust, fumes, gases, radiation, microwave (circle)
O	Climb	F	Make decisions		
F	Reach	F	Works rapidly	F	Drives motorized equipment
F	Kneel	F	Handle multiple tasks/priorities	O	Works in confined quarters
F	Push/Pull	F	Tolerate variety	O	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				
F	Lift: <u>  35  </u> lbs. max				
F	Carry: <u>  35  </u> 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