



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	TR	07/26/2023

1. POSITION INFORMATION

Employee: _____ Department: Administration and Business Affairs

Current Classification: ASC II Working Title: Administrative Support Specialist

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: _____

Name & Title of Work Lead (if any): Sagan Bachtold, Operations Specialist, Administration and Business Affairs

Name & Title of Appropriate Administrator: Margaret Hwang, Chief of Operations, Administration and Business Affairs

Name & Title of Dean/Manager (MPP): Jonathan Bowman, VP/CFO, Administration and Business Affairs

2. PRIMARY ACTION BEING REQUESTED (Select One)

Job Posting: New Position Replacement Position, former incumbent: _____

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: 08/08/2023

Dean/Manager (MPP):  Date: 08/08/2023

Jonathan Bowman (Aug 8, 2023 13:07 PDT)

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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 <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.

General Knowledge/Skills/Abilities:

1. Comprehensive and detailed knowledge of the university infrastructure, policies, and procedures.
2. Thorough mastery of English grammar, punctuation, and spelling.
3. Expertise in using office software packages, technology, and systems.
4. Ability to interpret and apply policies and procedures independently, and use judgment and discretion to act when precedents do not exist.
5. Ability to troubleshoot most office administration problems and respond to general inquiries and requests related to work area.
6. Ability to understand problems from a broader perspective and anticipate the impact of office administration problems and solutions on other areas.
7. Ability to analyze operational and procedural problems and develop, recommend, and evaluate proposed solutions.
8. Ability to perform business math, analyze budgetary data, and make accurate projections requiring some inference.
9. Ability to effectively handle interpersonal interactions at all levels and handle highly sensitive interpersonal situations.
10. Ability to use negotiation and persuasion skills to achieve results and expedite projects.

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).

11. Experience working in an institution of higher education.
12. Possess fundamental knowledge of enterprise applications such as CMS, Microsoft Teams, etc.

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6. POSITION SUMMARY

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

Under the general supervision of the Chief of Operations in the Office of the VP/CFO, the incumbent of this position will be responsible for various administrative support functions for the division of Administration and Business Affairs. As a resource person, the incumbent must be knowledgeable of a broad range of functions and procedures within the office and across the division. As needed, the incumbent will report to different ABA departments, depending on workload and personnel needs. As such, this position requires strong organizational and interpersonal skills, the ability to work independently without direct supervision, the ability to communicate effectively, orally and in writing, the ability to multi-task, and work well in a team environment. The incumbent should be exceptionally knowledgeable and familiar with the university to be capable of referring individuals to the appropriate administrator(s) or office.

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	Administrative Support and Office Coordination <ul style="list-style-type: none"> Perform administrative duties in support of work unit operations and coordinating work activities. Following established ABA procedures, supports day to day operations of ABA departments Serves as front office receptionist for various ABA departments; routes inquiries
30%	daily	Communication and Interaction with Others <ul style="list-style-type: none"> Independently interacts with a variety of campus and community members including students, faculty, and staff to resolve problems Network to build campus relationships to expedite work and projects. Coordinate projects which require input from cross-divisional parties. Serve as a primary contact and or resource to outside parties, such as vendors or governments agencies and or top-level administrators.
10%		Information Gathering and Analysis <ul style="list-style-type: none"> Maintain, gather, and review data and information for various purposes including tracking, monitoring, coordinating and/or compiling department activities, programs, or events, budgets, and financial data. Compile and prepare various reports; and using and maintaining office support technology and systems such as word processing, desktop publishing, spreadsheets, and databases to produce results.
5%	As needed	Divisional Communications <ul style="list-style-type: none"> Researches and writes articles for the ABA Annual Report and Newsletter

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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.

This position may act as the first point of contact and acts as a liaison between the office, callers and visitors (internal and external); acting with minimal supervision. Uses discretion and political acumen when identifying best course of action to address concerns.

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

Incumbent may face unknown issues/challenges on a day to day basis, depending on which ABA department they are supporting. May be faced with situations where solution is unknown; however, supervisor will be available for assistance as expertise is gained.

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

Incumbent cultivates relationships with on and off campus entities, agencies, and staff to assist the VP/CFO with their campus and system wide committee responsibilities.

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	
F	Sit	F	Direct others	N	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,

Employee Initials:

Date:

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C	Climb	F	Make decisions		radiation, microwave (circle)
F	Reach	F	Works rapidly	O	Drives motorized equipment
C	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				
C	Lift: <u> 20 </u> lbs. max				
C	Carry: <u> 20 </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