



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	07/09/24

1. POSITION INFORMATION

Employee: _____ Department: ECS Dean's Office

Current Classification: ASC II Working Title: Administrative Support Coordinator

Time Base: F.T. P.T. _____ % Other _____ FLSA Status: EX NE

Position Provides Lead Work Direction To:

Classification: Administrative Assistant II Qty: 1 FTE: 1

Classification: Student Assistants Qty: 2-3 FTE: 1

Classification: _____ Qty: _____ FTE: _____

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

Name & Title of Appropriate Administrator: Dr. Behnam Arad, Associate Dean

Name & Title of Dean/Manager (MPP): Dr. Kevan Shafizadeh, Dean

2. PRIMARY ACTION BEING REQUESTED (Select One)

Job Posting: New Position Replacement Position, former incumbent: Jason Van Zant

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: Behnam Arad Date: 07/10/2024

Dean/Manager (MPP): K. Shafizadeh Date: 7/11/2024

HR Staff Official Position Description

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

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 knowledge of business mathematics beyond basis 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. Demonstrated experience as an Administrative Coordinator or Office Manager.
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 all 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 write and present reports.
10. Ability to effectively handle interpersonal interactions at all levels and handle highly sensitive interpersonal situations.
11. Ability to use negotiation and persuasion skills to achieve results and expedite projects.
12. Ability to work independently and provide lead work direction to others.
13. Ability to be flexible, adaptable, and coordinate multiple projects and/or priorities.

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

14. Commitment to maintaining a welcoming and inclusive work environment with diverse colleagues and constituents including faculty, students, staff, and members of the community.

Conditions 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).

15. Experience working in an institution of higher education.
16. Expertise with university systems software, such as: PeopleSoft CMS, Student Administration, Class Schedule/Curriculum Management, Procurement Card, Procurement (all modules), Visitor parking, ASTRA
17. Knowledge or strong ability and desire to learn the University infrastructure, policies, and procedures including student payroll processing, running enrollment reports, working with Faculty contracts, file sharing in OneDrive/SharePoint, and working with the CHRS hiring platform.

6. POSITION SUMMARY

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

This position is part of the Dean’s Office for the College of Engineering and Computer Science. The office consists of four full-time staff positions, three full-time administrator positions (the Dean and Associate Deans), and several part-time student assistants. The office provides administrative support for the College, its various departments, programs, and support units.

The Administrative Support Coordinator II works as the Assistant to the Associate Deans, coordinating clerical and administrative support functions for that position. This position functions as a key support position for the Dean's Office and as lead for a variety of tasks performed at the department level. This position also serves independently as College Event Coordinator (e.g., Senior Design Showcases and Open House), and as Master Timekeeper for ECS. Other duties include assisting the Dean’s Office staff with Faculty Contracts, RTP file share process, Student Staff and Faculty hiring, and is the main contact for Outstanding Faculty Awards submissions, and provides administrative support for the ECS Technical Shop and ECS CCATS, as needed.

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)
65%	Daily	Administrative/Office/Program Support <ul style="list-style-type: none"> • Provide administrative support to Associate Deans, such as assisting in program development and planning; responding to and/or directing student inquiries related to academic requirements; researching, troubleshooting, and resolving related problems. • Greet and assist all visitors, including students, faculty, staff, guests, and the public. Dispense information regarding the College and University policies and procedures, give out forms or written information when requested or necessary or direct them to the appropriate person/ department.

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

		<ul style="list-style-type: none"> • Responsible for Dean’s Office and College purchasing as needed. This is done by using purchase orders and a Procurement Card, following all procurement and reconciliation rules. • Oversees the processing of student complaints and requests for meetings with faculty and Associate Dean’s. • Serves as ECS Master timekeeper for student, staff, and faculty payroll. • Provide support for some faculty-related operations including assistance with recognition of faculty achievements (e.g., outstanding faculty awards), etc. • Prepare documents for review, approval, or other action by the College Dean and/or Associate Deans. • Perform a variety of administrative duties in support of work unit operations, including coordinating key/fob requests, parking permits, use of department equipment/vehicles/facilities, maintenance of safety records, etc. • Provides administrative support within department including but not limited to preparing correspondence, emails, transcription of meeting notes, managing calendars, maintaining all confidential personnel files, schedule and set up meetings and answering calls. • Provide comprehensive assistance with class scheduling and student enrollment processes to support departmental operations during periods of staff shortages. • Assist Engineering and Computer Science student clubs and organizations in preparing and submitting reimbursement requests to utilize Instructionally Related Activities (IRA) funds; maintain accurate and detailed documentation of expenditures for each club; offer guidance on financial procedures and ensure compliance with university policies. • Prepare and submit requisitions for various units within the College. • Distribute student-related information and documents. • 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. • Coordinate and document any mandatory training for staff, as required. • Maintain and organize an inventory of office supplies, ordering replacements when necessary. • Maintain the college phone directory. • Run errands to pick up and/or drop off paperwork or other items as needed. • Serve as administrative support to the college Student Success Center, which includes the Academic Advising Office, Internship & Career Services Office, the MESA Office, etc. as well as the ECS Tech Shop, and other support units, as needed. • Assist the College Resource Analyst with temporary faculty contract submission process, College RTP WPAF file sharing, and CHRS hiring for faculty and staff. • Oversees activities of office student assistants.
15%	Daily	<ul style="list-style-type: none"> • Communications • Interact with a variety of campus and/or community constituents including working with students, faculty, and staff. • Develop and update materials such as agendas, meeting minutes, event programs, flyers, brochures, training materials, how-to manuals, presentations, and other documents as needed.

Employee Initials:

Date:

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

		<ul style="list-style-type: none"> Communicate operating procedures to reflect changes resulting from legislation, University/department policies and/or other factors. Conduct training to educate staff, faculty, and student assistants regarding department/program/University changes.
10%	Daily	Data Collection, Analysis and Preparation of Reports <ul style="list-style-type: none"> Maintain and update department database(s) and spreadsheets to ensure program/department needs are met, including providing reports on effectiveness of programs/projects. Researches and interprets a variety of administrative policies and procedures. Responsibilities include preparing a variety of reports such as workload reports, class enrollment reports, summary reports on effectiveness of funded programs/projects, and grade distribution reports, etc.
5%	Bi-annually	Meeting and Events Planning <ul style="list-style-type: none"> Responsibilities include arranging and organizing meetings and special events, managing logistics for every component of meeting/event, including travel to off-site locations, securing contracts for meeting/event, catering, preparing supporting materials, being on-site logistical support during meeting/event, etc. Provides staffing at various University events. Responsibilities include overseeing travel arrangements for speakers, vendors, staff, students, faculty for meetings and events.

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%	As Needed	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., director general). Also indicate if position acts as a lead or supervises others and explain.

The incumbent works independently under the general direction of the Associate Deans. The incumbent is expected to use reasoning and independent judgment to address problems and develop practical and, at times, creative solutions. Incumbent responsible for the handling of confidential information on a day-to-day basis. Incumbent acts as lead administrative support to the Associated Deans. Serves as College Event Coordinator. Position provides lead work direction to Student Assistants.

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

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

Problems encountered may include but are not limited to: Meeting University deadlines while working with college faculty, staff, and students. Work performed often involves independent research and analysis to solve problems. Technical problems such as trouble with CMS or other software programs; breakdown of office equipment; department emergencies and safety issues. Disgruntled students, staff and/or faculty complaints should always be referred to Associate Deans.

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

On Campus: Acts as liaison to and works directly with several campus departments including but not limited to HR, Payroll, Academic Affairs, Faculty Senate Office, Financial Aid Office, Office of Institutional Research to exchange and verify information, complete tasks, and resolve problems. This interaction often involves sensitive and/or confidential situations.

Off Campus: Incumbent will be a point of contact for the Dean's Office and will field questions and assist students, faculty, staff, and the community by phone, in person and email as necessary. Will work directly with outside vendors regarding meetings, events and supplies.

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	O	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		
O	Bend	F	Demonstrate recall	N	Is exposed to dust, fumes, gases, radiation, microwave (circle)
N	Climb	O	Make decisions		
O	Reach	F	Works rapidly	N	Drives motorized equipment
O	Kneel	F	Handle multiple tasks/priorities	N	Works in confined quarters
O	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: <u>30</u> lbs. max				
O	Carry: <u>30</u> lbs. max				
O	Operate equipment				
F	Perform keyboard entry				
	Other:				

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

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