



POSITION DESCRIPTION

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

Position Summary

The Department of Chemistry and Biochemistry is an academic unit within the Bailey College of Science and Mathematics (BCSM). The Department has approximately 437 undergraduate students in two academic programs leading the Bachelor of Science degrees in Chemistry and in Biochemistry, a concentration in Polymers and Coatings, and a minor degree program in Biotechnology. The department is a major service department, offering courses to satisfy chemistry requirements in other academic majors and to meet General Education and Breadth requirements for all Cal Poly students serving over 2,500 non-majors annually. The department is comprised of a department chair, 33 tenure-track faculty, 3 part-time Faculty, 1 equipment technician, 5 instrumentation support technicians in support of the laboratory classrooms, and two administrative support positions, and an average of ~100 instructional student assistants and ~50 student assistants per year.

Under the direction of the Department Chair, this position provides administrative support for the department and handles day-to-day operations of the Chemistry and Biochemistry Department. Areas of responsibility include, but are not limited to, general and front office support and reception, handling student-related issues/matters, providing budget assistance, planning and executing activities and events, issuing keys and managing facilities requests, as well as student hiring processes. This position works as part of a larger team consisting of the Dean, Associate Deans, and Dean's Office administrative support staff. It is essential that the person in this position provide a welcoming and helpful environment for those visiting the department office. This position is critical to student success as it provides procedural knowledge, support and direction to Cal Poly students in matters pertaining to the department, college and university.

Duties and Responsibilities

The following examples illustrate typical work activities and are not meant to be all inclusive or restrictive:

Essential Job Functions

- | | Daily | 90% |
|--|-------|-----|
| 1. Provide reception and assistance by providing a welcoming and helpful environment. Independently handle incoming requests, as well as answer a variety of questions and deal effectively with problems and concerns. Manage and respond to inquiries sent to the department email account. | | |
| 2. Provide full range of moderate to complex clerical and administrative assistance to the faculty, department chair, ASC II, and current/incoming students. Interpret, learn and apply department, college and university policies and procedures, and communicate policies accurately to internal and external entities. Coordinate with other work groups to gather information or solve problems. | | |
| 3. Oversee department office operations. Develop recommendations to improve the department's efficiency and expand the services provided for faculty, staff, and students. Distribute department mail, post items of interest, file or route general department items. Update and maintain department Sympa distribution lists. Serve as the key authorizer that issues faculty, staff and student keys, and maintains departmental key tracking database. Assist instructional support technician serving as safety coordinator with distribution of research space keys and help with ensuring safety training is completed prior to issuing keys. | | |
| 4. Manage room reservations and calendars for studio classrooms, conference rooms and other department held spaces. Manage 25 LIVE requests for faculty and students. Maintain calendar and schedule appointments for the department chair and administrative staff. Provide calendar and scheduling support to faculty when requested. Collect and update quarterly faculty office hours in schedules.calpoly.edu . | | |

5. Oversee department facilities and resources for faculty, staff and students. Coordinate office equipment maintenance and assist with equipment operation and maintaining/ordering supplies. Serve as the department contact to address issues with faculty offices, classrooms, department facilities and computers. Contact Facilities Services and ITS as appropriate, track requests and follow-up as necessary. Serve as Telephone Coordinator for the department including track telephone-related expenditures.
6. Assist with researching and compiling information for reports, meetings and projects such as program review, demand data, catalog preparation, and course offerings. Create, edit, and proof documents required by the department, such as flyers, rosters, course outlines, and newsletters.
7. Coordinate the majority of the department events, activities and meetings, including planning, scheduling, logistics, risk management, communications and payments while ensuring the department is abiding by the university's hospitality policies. Responsible for taking department faculty meeting minutes at the request of department chair.
8. Serve as a support for all clubs (e.g., Alpha Chi Sigma and American Chemical Society). Work closely with student officers to coordinate club events and activities, provide clerical support when needed and coordinate department tours with potential students.
9. Provide budget assistance to the ASC II position for College Based Fees (CBF), CSU Program for Education & Research in Biotechnology (CSUPERB) and Frost Summer Undergraduate Research Program. Assist ASC II position faculty and student travel, and procurement. Track monthly and annual expenditures for all copy machines.
10. Primary contact for the department's Frost Summer Undergraduate Research Program coordination and activities, collaborating with the department's Frost faculty coordinator, college staff and the department ASC II to report student and faculty research award information, coordinate Frost department events, and handle reimbursement, payments and expenditure estimates.
11. Provide monthly support to faculty and instructional support staff reconciling their ProCard statements. Process and track direct buy forms for faculty, staff and students and complete budget reporting for these expenditures. Process and track budgets for faculty reimbursements pertaining to hosting, including recruitment candidates. Support processing and tracking of student and faculty budget for travel expenditures and reimbursements.
12. Hire and coordinate all Instructional Student Assistants and Student Assistants with independent authority to approve student pay. Provide support and guidance with respect to student employment and payroll processes. Hire, recruit, train and directly supervise the department office student assistants. Manage and track budget for all department student employees. Provide support for recruitment processes by helping with the coordination of candidate visits for faculty and staff hiring. Responsible for maintaining a general working knowledge of faculty and staff hiring procedures and policies.
13. Support department chair and department scheduler in all aspects of course scheduling. Produce projections for course offerings, quarterly calendars and faculty schedules. Monitor class enrollments and advise department chair and department scheduler of unmet student needs, unfilled classes, and other related problems. Identify and help resolve a wide variety of enrollment and scheduling problems. Assist department chair and faculty schedulers to manage enrollment in impacted classes, and work with students and faculty to resolve enrollment issues. Manage, track and distribute class permission numbers.
14. Assist with the Faculty Activity by Department reporting by administering by arrangement "s-factor" course enrollment data, calculate faculty weighted teaching units (WTUs) and issue memorandums regarding these calculations to University Scheduling, department chair, department scheduler and department ASC II.
15. Oversee quarterly lab manual distribution and track income from lab manual sales. Facilitate quarterly textbook adoptions by communicating with publishers, the University bookstore and faculty.
16. Serve as website coordinator for the department. Coordinate the addition of new content or modifications of existing content as needed.

Related Job Functions

As Needed

10%

1. Perform other job-related duties and special projects as assigned.
2. Maintain currency in the knowledge and skills necessary to facilitate industry-leading solutions.
3. Attend training and maintain skill currency as appropriate to safely and effectively complete assignments.

4. Provide administrative support to other departments within the college.
5. Provide support for the Western Coatings Technology Center, Polymers and Coatings program. Support graduate students as needed, assist with Polymers and Coatings budget expenditures.

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:

- N/A

Required Skills, Knowledge, and Abilities

1. Working knowledge of budget policies and procedures. Ability to perform standard business math to track financial data, monitor department expenditures, and make simple projections using accounting principles. Ability to perform standard arithmetic functions for tracking and comparing data.
2. Demonstrated customer service experience requiring a high-level of diplomacy and professionalism. Ability to exercise a positive, friendly, and professional customer service approach at all times on the telephone, electronic communications (email) and in person.
3. 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.
4. 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.
5. Demonstrated ability to independently and effectively multi-task and handle detailed procedures, priorities and projects while professionally accommodating a fast-paced work environment with frequent interruptions.
6. Working knowledge of or the ability to quickly learn all the appropriate Federal, State, College, and Department policies, procedures, regulations and precedents. Ability to interpret, develop, communicate and implement or apply a wide variety of processes and requests with independence under varied and complex circumstances.
7. Excellent computer skills and proficiency with a variety of computer applications including word-processing, spreadsheets, publication software, databases, on-line systems, Internet as well as online calendaring and email. Demonstrated proficiency in diagrams, figures, graphs, and tables. Ability to independently learn and use various applications such as PeopleSoft, PolyData Dashboard, Outlook, OneDrive, Google Docs, Drupal, Microsoft Office Suite, Adobe Acrobat Pro DC, Zoom, and My Cal Poly Portal. Ability to instruct faculty and students in the use of these applications. Ability to become familiar with chemical terminology, structures, formulas, equations and symbols to accurately edit and proof faculty work.
8. Excellent communication skills; ability to effectively communicate information in a clear and understandable manner, both verbally and in writing. Thorough knowledge of English grammar, spelling, and punctuation.
9. Demonstrated ability to maintain a high degree of confidentiality. Ability to handle confidential information appropriately and exercise tact, sound judgment, diplomacy, and discretion.
10. Excellent organizational and time management skills with the ability to set own priorities and coordinate multiple assignments with fluctuating and time-sensitive deadlines. Ability to adapt to a flexible schedule moving from one assignment to another as the need arises and determine when matters are of an immediate nature.
11. Ability to accurately maintain electronic and paper files with excellent organizational standards. Ability to file accurately and quickly; as well as operate standard office equipment such as: keyboard, telephone, fax, photocopier, shredder, calculator.
12. Thorough knowledge and skill in standard office procedures and practices.
13. Working knowledge of or ability to quickly learn University infrastructure, policies and procedures.

Preferred Skills and Experience

- Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.

- Demonstrated experience calendaring and assisting with schedule management in support of a supervisor, administrator, or department.

Special Conditions

- Must be willing to travel and attend training programs off-site for occasional professional development.
- Must have the ability to safely move and unload boxes of supplies/files and place them in the storage areas. Job may require occasional lifting and/or moving of heavy office supplies and paper (up to 25 lbs.)
- 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.

John Hagen, Department Chair

IMMEDIATE SUPERVISOR NAME AND SIGNATURE	DATE
TITLE	

DEPARTMENT HEAD: I certify that all statements on this form are complete and accurate.

John Hagen, Department Chair

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: HR
Recruitment Number: _____		Date: 7/24/24