



POSITION DESCRIPTION

Department: CHABSS (Psychology)
Working Title: Administrative Support Assistant
Job Code: 1032
Time Base: 0.50
Position Number: 00004036
Union / Unit (if applicable): California State University Employees Union/ Unit 7

Position Reports To: Associate Dean, CHABSS
Classification: Administrative Support Assistant I
Range Code: 1
Exempt or Non-Exempt: Non -Exempt
Last Update: 6/14/2024

PURPOSE OF POSITION:

Under general supervision and the lead direction of the Administrative Coordinators, Psychology Department Chair, and CHAD Program Director, the incumbent provides office and clerical support for the Psychology Department. Provides information and assistance to current and prospective students regarding Department programs.

MAJOR RESPONSIBILITIES:

	<u>% of Time</u>
1. Provide general office and administrative/clerical support, including reception/front office duties for faculty and students.	95%
2. Professional Development	5%

LIST OF TASKS FOR EACH MAJOR RESPONSIBILITY:

- Provide general office and administrative/clerical support, including reception/front office duties for faculty and students.**
 - Answer inquiries from students, faculty, staff, and general public related to department and university; refer calls, emails, and visitors as appropriate
 - Provide handbooks and descriptions about the Psychology undergraduate and graduate programs to students
 - Establish and maintain current and archived Department files
 - Update door signs, office hour listings, advising information, and department master schedule
 - Photocopy and collate Department-related materials
 - Shred student papers and all materials containing student names
 - Order, receive, and deliver text desk copies
 - Assist preparation of classroom presentation materials
 - Notify students of cancelled class meetings
 - Provide signage for classroom doors
 - Prepare and send out outgoing department mail; receive and deliver incoming department mail
 - E-mail enrolled students
 - Order guest parking passes from Parking Services and notify requester when confirmation received
 - Check status of printers, photocopier, and office supplies in workroom
 - Track department office supply inventory and keep supply cabinets organized
 - Preliminary completion of office supply order form, receive office supply orders verifying correctness, and distribute supplies
 - Set up and maintain files for department correspondence
 - Receive and screen search related mail
 - Set up and maintain search files
 - Help the search committee arrange the schedules for campus visits by candidates
 - Prepare correspondence from draft form
 - Maintain databases, including data entry
 - Input academic schedules in PeopleSoft
 - Mail merge database information with form letters
 - Gather preliminary information for reimbursements and for purchases

- Update department web site under the direction of faculty and the ASC, by replacing outdated semester information with current documents, and by uploading other specific content provided by the faculty or ASC
 - Assist in clerical tasks associated with faculty searches, department events, and graduate admissions
 - Research publishers/vendors/other Campus contact names/phone numbers utilizing Internet
 - Maintain faculty files
 - Collect and record syllabi, textbook orders and course-related documents & organize as requested by the Office of Academic Programs
 - Maintain graduate program database and files, maintain graduate admission inquiry database and mail out admission packets
 - Deliver and pick up document to/from on-campus departments, including payroll
 - Distribute checks to faculty and students
 - Arrange meetings as needed and prepare meeting-related materials
 - Solicit information about preferred office hours for adjunct faculty and set adjunct faculty office hours in accordance with department policy
 - Maintain key inventory process, including processing key request and notifying faculty and students when ready
 - Perform administrative functions supporting the MA program admissions process, including accessing information from the online program-application software and making it available to faculty for review
 - Update the Psychology Department website each semester as needed
 - Process student volunteer forms
 - Other duties as assigned.
2. **Professional Development**
- Provide administrative support for Department meetings as needed
 - Participate in, and contribute to, monthly College Administrative Coordinator staff meetings; comment on policies, procedures and practices to bring continuity and improvement; communicate new information/training to appropriate faculty and staff
 - Seek out and attend training sessions which will improve performance, maintaining high standards in on-the-job performance
 - Continue self-improvement through participation in educational opportunities available at CSU San Marcos and other local institutions

PROVIDES LEAD DIRECTION OF OTHERS:

- Student Assistants and Work-Study Students

REQUIREMENTS OF POSITION:

1. **List education and experience required**

- Two years of administrative and general office clerical work experience giving knowledge of office methods, procedures, and practices, or equivalent combination of education and experience.
- Experience in higher education *preferred*

2. **List knowledge, skills, and abilities required for this position.**

- Ability to use standard word processing and related computer software packages:
 - Word – to create letters and instructional material
 - Excel – for curricular data and quantitative data (charts and spreadsheets)
 - Outlook – Interoffice communication
- Working knowledge of web based programs and web based forms
- Working knowledge of English grammar, spelling and punctuation to write letters and proofread course materials
- Ability to project needs for office equipment and supplies
- Fundamental writing and presentation skills to effectively communicate standard information.
- Working knowledge of office systems and equipment, and ability to use a broader range of technology systems and packages.
- Ability to use standard office equipment
- Ability to identify and solve standard problems and refer more complex problems to appropriate staff
- Proficiency in typing so that instructional materials can be processed in a timely manner
- Basic knowledge of applicable university infrastructure, policies, and procedures.
- Ability to identify appropriate applications of the university policies and procedures
- Ability to perform work under general direction related to goals of the programs

- Strong organizational skills
- Accountability for work flow and completion of work
- Ability to perform basic arithmetic functions
- Ability to learn the operations of an office as they relate to an academic environment
- Ability to plan, organize, coordinate and perform multiple work assignments, and set respective deadlines and complete all projects accordingly
- Must have excellent customer service skills.
- Ability to reschedule work assignments based on shifting priorities
- Ability to perform a full range of easy to moderate clerical and receptionist work assignments
- Ability to establish and maintain a cooperative working relationship with students, faculty, staff, and students
- Ability to maintain confidential files and keep ledger and other records where appropriate
- Ability to gather and properly maintain personal data on candidates being considered for appointment
- Ability to serve as member on interdepartmental meetings
- Ability to provide lead direction and assist in training student assistants.

3. **List machines, tools, equipment, and motor vehicles used in the performance of the duties**

- Computer
- Copy Machine
- Fax Machine
- Telephone

4. **Unique working conditions**

- N/A

5. **Other Employment Requirements**

- This position is subject to a background check including, but not limited to, employment verification, education verification, reference checks and criminal record checks. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.
- Must participate in required campus trainings including, but not limited to, Data Security and FERPA Training and CSU's Gender Equity and Title IX Training.

PURPOSE AND NATURE OF WORK RELATIONSHIPS:

Define working relationships with people on and off campus (other than supervisor or people supervised) with whom this employee interacts on a continuing basis, and how often this interaction occurs.

Accounting	Solicit information re: travel, accounts payable, invoices	Daily
Admissions/Records	Solicit information re: grade changes, class rosters	As Needed
Alumni Affairs	To solicit information on Alumni	As Needed
Bookstore	Process book orders for faculty	As Needed
Career Center	To process Student Assistant ads	As Needed
Cashiers	To coordinate Payroll pick-up and Petty Cash reimbursements	Monthly
Curriculum Svcs.	Assist with curriculum forms and classroom scheduling	As Needed
Dean's Office	Dropping paperwork for signature	As Needed
Disabled Student Services Office	Make arrangements between Faculty and students for special testing	Weekly
Event Scheduling	Schedule room request for meetings, etc.	As needed
Facility Svcs.	Work order and key requests	Weekly
Faculty Support Staff	Communicate information effectively between units within the college. Work cooperatively on college projects	Daily
Management	benefit questions, direct deposit forms and address changes for faculty	
Library	To put materials on reserve	Weekly
Mail Services	To solicit information regarding special needs and distribute mail to faculty	Weekly
Media Services	To request equipment for courses	Weekly
Other Universities	Answer questions re: Programs. Solicit information	As needed

Parking Services	Order parking permits for guest lecturers	As Needed
Prospective Faculty	To coordinate application materials (during searches)	Daily
Public Safety	Unlock doors for faculty, referring new faculty for photo ID's	As Needed
Publishers	Request desk copies for faculty	As Needed
Shipping and Receiving	Arrange pick up or delivery	As Needed
Student Activities	Reserve conference rooms	Daily
Students	Provide accurate information related to the Programs, Campus, faculty. Relay messages to faculty. Proctor exams	Daily
Telephone Svcs.	To request troubleshooting and order new phones or services	As Needed
Vendors	To solicit information re: supplies and equipment	Daily

PHYSICAL EFFORT:

Check the appropriate box for each of the following items which most accurately describes the extent of the specific activity performed by this employee on a daily basis.

PHYSICAL EFFORT

	Number of hours/day				
	N/A	1-2	3-4	5-6	7+
1. Sitting			X		
2. Standing		X			
3. Walking		X			
4. Bending Over		X			
5. Crawling	X				
6. Climbing	X				
7. Reaching overhead		X			
8. Crouching	X				
9. Kneeling	X				
10. Balancing	X				
11. Pushing or pulling	X				

- 16. Driving cars, trucks, forklifts and other equipment
- 17. Being around scientific equipment and machinery
- 18. Walking on uneven ground

- 12. Lifting or carrying
 - A. 10 lbs or less
 - B. 11 to 25 lbs
 - C. 26 to 50 lbs
 - D. 51 to 75 lbs
 - E. 76 to 100 lbs
 - F. Over 100 lbs
- 13. Repetitive use of hands/arms
- 14. Repetitive use of legs
- 15. Eye/hand coordination

	Number of hours/day				
	N/A	1-2	3-4	5-6	7+
12. Lifting or carrying		X			
A. 10 lbs or less		X			
B. 11 to 25 lbs	X				
C. 26 to 50 lbs	X				
D. 51 to 75 lbs	X				
E. 76 to 100 lbs	X				
F. Over 100 lbs	X				
13. Repetitive use of hands/arms			X		
14. Repetitive use of legs	X				
15. Eye/hand coordination			X		

Yes	No
	X
	X
	X

MENTAL EFFORT

	Number of hours/day				
	N/A	1-2	3-4	5-6	7+
1. Directing others		X			
2. Writing			X		
3. Using math/calculations		X			
4. Talking			X		
5. Working at various tempos		X			
6. Concentrating amid distractions			X		
7. Remembering names		X			
8. Remembering details			X		
9. Making decisions		X			
10. Working rapidly			X		
11. Examining/observing details		X			
12. Discriminating colors	X				

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ENVIRONMENTAL FACTORS

	Number of hours/day				
	N/A	1-2	3-4	5-6	7+
1. Inside			X		
2. Outside	X				
3. Humid	X				
4. Hazards	X				
5. High places	X				
6. Hot	X				
7. Cold	X				
8. Dry	X				
9. Wet	X				
10. Change of temp	X				
11. Dirty	X				
12. Dusty	X				
13. Odors	X				
14. Noisy		X			
15. Working w/others			X		
16. Working around others		X			
17. Working alone		X			

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- 17. Working alone

SIGNATURES

The last sheet for any staff job description should contain the signature sheet. Signatures will include the incumbent's signature (if applicable) or new employee, the supervisor's signature and all pertinent administrative personnel.

Employee

Print Name: _____

Signature: _____

Date: _____

Appropriate Administrator (MPP)

Print Name: _____

Signature: _____

Date: _____

Dean/Department Head/Director/AVP (Optional)

Print Name: _____

Signature: _____

Date: _____