



## POSITION DESCRIPTION

Department:	Communication Studies
Classification Title:	Administrative Support Coordinator I (11/12)
Working Title:	Administrative Support Coordinator I
FLSA Status:	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt
Incumbent:	

### Position Summary

The Communication Studies Department (COMS) is one of the largest academic units in the College of Liberal Arts. The department provides a B.A. degree and a minor in Communication Studies and supports three IRAs: a very active Debate program, which has expanded to include Spanish Language Debate; the Media & Communication Research Initiative, which supports undergraduate travel to present research projects; and Anthem, a poetry slam event. In addition to providing courses for its majors, it is responsible for offering courses to satisfy general education and breadth requirements for all Cal Poly students during the academic year with additional summer offerings in both the regular summer and in Quarter+. The department is comprised of a department chair, an associate chair, twelve tenure-associated faculty, and approximately 35 full and part-time lecturers.

This position supports the daily administrative operation of the Communication Studies Department and its programs. Under the general direction of the department chair, the ASC I works in close collaboration with the ASC II to facilitate department operations. This role requires someone who can work independently and collaboratively in order to support faculty and other staff members.

This position handles a wide variety of operational tasks, including, but not limited to, budget tracking, scheduling support, enrollment monitoring, purchasing, equipment management, faculty and student travel coordination support, department communication, and event planning. The ASC I position serves as a key point of contact for students, faculty, staff and the general public and ensures the department's adherence to department, college, and university policies for all administrative procedures.

Since the department chair serves an elected three-year term, the person in this role, along with the ASC II, provides continuity of operation and practice with respect to the department, college and university policies. Given the multiple roles and responsibilities, it is critical that this individual have the ability to work independently under general supervision to learn department, college, university and CSU politics and procedures.

### 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 administrative, technical and clerical support to the Department Chair, Associate Chair, ASC II, and faculty, while ensuring compliance with University, College and Department policies and procedures.

2. Serve as first point of contact for walk in and phone traffic in department office. Provide information and answer basic questions about department, program, college, and university policies.
3. Initiate purchasing requisitions, manage department Pro-Card, submit monthly reconciliation reports, order supplies, maintain department office organization and cleanliness, distribute mail, compile data and create reports, assist with department equipment inventory management, and complete other administrative and clerical tasks as requested to support department operations.
4. Serve as department Key Coordinator, overseeing key assignment inventory and completing key requests for new hires and for replacement requests.
5. Assist with faculty office set up and management, including setting up phone numbers, and coordinating office assignments. Maintain department tracking sheet of faculty office spaces, assigned tech devices, and phone numbers.
6. Submit and track facilities requests to address issues in department spaces.
7. Coordinate with ASC II in creating, processing, and tracking faculty travel and reimbursement requests.
8. Coordinate with office staff in organizing department files and maintaining historical records.
9. Provide administrative support for department communications, including sending student emails as directed by the department chair, reviewing monthly newsletter, maintaining department bulletin boards, maintaining and updating department listservs, reviewing and maintaining department websites under direction of the chair, and coordinating student recognition.
10. Manage comsdept@calpoly.edu email account. In coordination with student assistants, regularly check incoming mail, provide timely responses to inquiries, and forward messages to appropriate point of contact when needed.
11. Generate and distribute permission numbers to students for enrollment approved by department chair or instructor of record for a class.
12. Attend department meetings and compose minutes for department archive and distribution to faculty.
13. Provide support for class scheduling activities, including compiling historical course data, entering schedule data in CLSS, tracking Class Scheduling Production deadlines, and communicating with faculty about future term teaching assignments. Work in conjunction with the department chair, Associate Chair, and ASC II to prepare year plans and quarterly schedules, and regularly maintain these as needed.
14. Track course enrollments. Assist department chair in addressing enrollment issues. Contact students about class cancelations or changes and alternative course options.
15. Review Class Climate each term to ensure accuracy of planned student evaluations of faculty.
16. Maintain and organize digital Senior Project archive.
17. Support office staff in coordinating all department-level activities related to retention, promotion, tenure, post-tenure, range elevation, and periodic review.
18. Support office staff in coordinating and overseeing the recruitment process for faculty, lecturers, staff and student assistants.
19. Help train and provide work direction to other staff and student assistants, as needed.
20. Coordinate special activities and events. Reserve rooms for speaker and other campus events through the Master Calendar. Coordinate with speakers and classroom technologies regarding technical needs. Serve as liaison between faculty and Events office addressing special requests.

## **Related Job Functions**

**As Needed 10%**

1. Perform other job-related duties and special projects as assigned.
2. Attend training and maintain currency in the knowledge and skills necessary to effectively and safely complete assignments.
3. Serve as backup for the various office duties and assume responsibility for those duties during summer and vacations.

## **Required Education, Experience, and Credentials**

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Education and Experience:

- High school diploma or its equivalent. Four years of general office support or technical experience. Training at a vocational school or full-time college education may be substituted for up to three years of the required experience on a year-for-year basis.

Licenses, Certificates, Credentials:

- N/A

## **Required Skills, Knowledge, and Abilities**

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- 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 maintain accuracy and complete tasks in a timely manner in a fast-paced environment.
- Knowledge of or the ability to quickly learn complex University, College, and Departmental policies and procedures.
- Ability to learn, interpret, and apply policies and procedures independently, and use judgment and discretion to act when precedents do not exist. Ability to adapt to changing policies, procedures, and technology.
- Ability to initiate, establish, and foster teamwork by maintaining a positive, cooperative, productive work atmosphere and maintain effective working relationships within a diverse population and with those from various cultural backgrounds.
- Ability to actively problem solve and use effective interpersonal skills when working as a frontline contact with a variety of campus and community individuals.
- Demonstrated 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.
- Ability to manage moderately complex records; ability to gather and compile data from various sources and to present information in a clear and concise manner.
- Demonstrated ability to maintain a high degree of confidentiality, especially in regard to student information, personnel, and budget issues.
- Excellent computer skills and proficiency with a variety of computer applications including word-processing, spreadsheets, databases, on-line systems, Internet as well as online calendaring and email.
- Ability to operate standard office equipment: computers, printers, scanner, copy machine, scantron machine, multi-line phone system, and voice mail.
- Ability to perform standard business math, such as calculate ratios and percentages, track financial data, and make simple projections.
- Ability to provide lead work direction and/or training and assistance to others.
- Excellent written and oral communication skills; ability to effectively communicate information in English a clear and understandable manner and to respond to requests in a timely manner. Ability to draft and compose correspondence and standard reports. Strong proofreading skills and excellent attention to detail.

### **Preferred Qualifications:**

- Working knowledge of Cal Poly computer applications: CMS PeopleSoft, Dashboards, Office 365 Outlook Email and Calendar, Concur, Canvas.
- Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.
- Experience with website maintenance, especially using content management systems such as Drupal.
- Experience with software useful for formatting and graphic creation for department communications.

### **Special Conditions:**

- Must be able to work in an area where there are constant interruptions from walk in traffic, telephone calls, computers, printers, etc.
- Must be able to communicate extensively in person, by phone, Zoom, or e-mail throughout the day with faculty, staff, students and the general public.
- Must be able to work with a computer keyboard, often for extended periods of time, to enter, retrieve and govern data.
- Must have 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 office supplies and paper (up to 25 pounds.).
- Must be willing to travel and attend training programs off-site for occasional professional development.
- 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 the overtime provisions of the Fair Labor Standards Act (FLSA).
- This position is paid under the 11/12 pay plan (.8 FTE), where salary for 11 months is distributed over 12 months with **JULY** off (with pay, benefits, and vacation/sick leave accrual continuing through months off).

**INCUMBENT:** I have read this position description and understand its contents.

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INCUMBENT NAME	SIGNATURE	DATE
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**SUPERVISOR:** I certify that all statements on this form are complete and accurate.

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IMMEDIATE SUPERVISOR	SIGNATURE	DATE
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**DEPARTMENT CHAIR/HEAD:** I certify that all statements on this form are complete and accurate.

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DEPARTMENT CHAIR/HEAD	SIGNATURE	DATE
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**DEAN:** I certify that all statements on this form are complete and accurate.

Josh Machamer, CLA Assoc. Dean

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DEAN	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 11/12
FTE: _____	<input type="checkbox"/> Classification Review	Class Code/Range: 1034/1
<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: LD
Recruitment Number: _____		Date: 7/30/24