

Sonoma State University is committed to achieving excellence through teaching, scholarship, learning and inclusion. In line with our Strategic Plan and our Seawolf Commitment, our values include diversity, equity, sustainability, community engagement, respect, responsibility, excellence and integrity. We strive to cultivate a community in which a diverse population can learn and work in an atmosphere of civility and respect. We encourage innovation, experimentation and creativity, as well as contributions to equity and inclusion, in the pursuit of excellence for all members of our university community.

**Position Purpose:** Reporting to and under general direction of the Director of Operations (Director), the Administrative Coordinator (AC) independently initiates, executes, coordinates, implements and evaluates a variety of multiple large scale, complex administrative duties in support of the AMCS/CALS/NAMS/MLL departments. The incumbent is responsible for coordination and oversight of clerical work and administrative support functions and performs a broad range of administrative, reception, and general office duties in support of assigned departments, which may at times require researching, analyzing, evaluating and tracking of programs, budgets, financial data and information. In addition, the incumbent also evaluates and makes recommendations related to operational and policy matters and evaluates work procedures; coordinates and executes large scale, complex projects with broad, visible impact which involve overseeing coordination with other departments. Work involves identifying needs, planning and initiating projects, coordinating and delegating work and seeing a project through completion, implementation and evaluation. Contacts involve interaction with all levels inside and outside the university, and the incumbent typically provides lead work direction to other staff.

**Major Duties:** Major duties of the position include, but are not limited to, the following:

Administrative Support for Departments:

- Respond to phone, e-mail and in-person inquiries from students, faculty and general public; including researching basic student inquiries and class scheduling questions (i.e., assigning permission numbers), reviewing catalog information, petition processes and other questions as appropriate.
- Serve as the primary administrative resource for policies and procedures and effectively communicates those to faculty. Maintain historical data pertinent to policy and procedures, e.g., Chair Reference Manuals, Department/Program Student Handbook, etc.
- Schedule, coordinate and execute arrangements for events and meetings, e.g., new student interviews; new student orientations; supervisor's meetings; community advisory meetings, etc.
- Provide general administrative assistance to faculty, including preparation of forms (key requests, change of grade, field trip forms), new faculty support/orientation, photocopying, etc.
- Purchase supplies and materials upon request.
- Process various types of payments, process monthly credit card reports, and prepare and process EREQ's, travel claims and invoices.
- Purchase equipment, supplies, materials in accordance with university-approved guidelines. When necessary, initiate appropriate EREQs, etc. Tracks and follows through to completion/receipt.
- Serve as department account holder for the Pro Card Program; purchasing supplies and materials, preparing monthly reports and working directly with vendors and accounts payable to resolve contested items.
- Monitor, track and report status of equipment inventory, interfacing with the University Inventory Control Clerk, IT staff, and faculty, staff and administrators.
- Serve as staff administrative support for all tenure track and temp pool faculty searches. Assist search committee chairs as needed and act as point person for all candidates' travel arrangements.
- Provide administrative support to new incoming adjunct faculty. Assist with orienting them to campus which includes reviewing policies and procedures; completing necessary forms and providing start-up materials.
- Assist faculty with field trip procedures, policies and contracts as needed, as well as form completion and retention.

- In collaboration with the Scholarships Office and the College Scholarship liaison, coordinate applications for student scholarships. Act as the liaison as assigned.
- Maintain record-keeping; update and maintain forms and handouts; generate mailings.
- Resolve a broad range of operational and procedural office and administrative problems which may at times require research, analysis, and evaluation of information.
- Organize, prepare for and attend, as requested, meetings to support events and general operations.

Administrative Support for Department Chairs:

- Monitor various procedural deadlines and keep Chairs apprised of the same.
- Determine organization and administrative support needs; coordinate and maintain calendars, generate and track communications, attend meetings as needed to provide updates on policies and procedures, etc.
- In coordination with the Director, maintain budget tracking sheets for supplies, hospitality, professional development and start-up funds. Provide balance updates to Chairs.
- Assist with websites, ensuring compliance with all University guidelines, i.e., meeting accessibility requirements. Review, coordinate and implement all changes to assigned websites.
- Prepare and distribute reports, correspondence and announcements.

School Level Administrative Support

- Assist with the coordination and coverage of events.
- Cross checks the draft course schedule once loaded into software (People Soft) when asked by the College Scheduler.
- Assist students with scheduling conflicts e.g., issue permission codes or direct students to other appropriate staff and departments.

**Secondary Duties:** Performs other secondary duties as assigned.

**Work Environment:** Duties will primarily take place in an office setting however additional duties may be performed in various locations on the Sonoma State University campus, including working both indoors and outdoors to support and participate in university activities and events. The normal work schedule is Monday through Friday aligned with regular campus hours. Your specific start time is determined by your Appropriate Administrator. As a non-exempt employee, any request for overtime will be specified and pre-approved by Appropriate Administrator. Evening and weekend hours may be required and will be specified only by the supervisor to meet operational needs. This position may also be eligible to participate in the campus Telecommuting Program to engage in limited telecommuting as operationally feasible. The incumbent must maintain regular and acceptable attendance at such levels as is determined by the Appropriate Administrator. The position may require occasional travel, by automobile and airplane, and the incumbent must be able to work some night and weekend hours with overnight stays.

This position requires, with or without reasonable accommodations, the ability to frequently sit, move or stand for office and/or event functions, be at a computer for 6-8 hours/day, occasionally reach with hands and arms, climb or balance, stoop and kneel and lift objects of up to 20 lbs in weight.

**Minimum Qualifications:** This position requires a high school degree or technical/vocational program and a minimum of three years administrative work experience involving program administration and/or an equivalent combination of education and experience involving study, analysis, and/or evaluation leading to the development of improvement of administrative policies, procedures, practices, or programs. The incumbent must have 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. Strong proficiency with computers and Microsoft Office Suite (Word, Excel) required. Strong written and oral communication skills, including thorough knowledge of English grammar, punctuation, and spelling are required. The ability to use and quickly learn new office support technology systems and software packages is also required. Knowledge of Google Suite and PeopleSoft experience

highly desired. Experience in website development and desktop publishing desired. Bilingual such as, Spanish or any other language highly preferred.

The incumbent must have the ability to learn, interpret, and apply a variety of complex policies and procedures and use judgment and discretion to act when precedents do not exist; demonstrate the ability to maintain accurate records with a high level of attention to detail; ability to independently handle large, multiple work unit priorities, projects, and meet critical, cyclical deadlines in a timely manner; and analyze operational and procedural problems and develop, recommend, and evaluate proposed solutions. The incumbent must have the ability to work effectively both independently and as part of a team; solve problems using reasoning and judgment to develop practical, thorough, and creative solutions; prioritize multiple tasks to meet changing priorities; use negotiation and persuasion skills to achieve results and expedite projects; perform business math, analyze budgetary data and limited math analysis, and make projections requiring some inference; be detail-oriented and possess strong organizational skills; exercise discretion when handling interpersonal situations and matters of a confidential nature; and possess experience responding with sensitivity to individuals from diverse backgrounds. The incumbent must be able to provide outstanding customer service to students, staff, faculty, and visitors while working in a professional, fast-paced environment. Must have the ability to effectively communicate with all levels within the university and be able to accept constructive feedback and work cooperatively in group situations. Must also possess the ability to operationalize sustainability concepts (economy, society, environment) into all aspects of performing job duties. The incumbent may be required to meet the standards of the University Conflict of Interest policy if performing purchasing with the ProCard.