



POSITION DESCRIPTION

Department:	Graphic Communication and Psychology and Child Development
Classification Title:	Administrative Support Assistant II 11/12
Working Title:	Administrative Support Assistant II 11/12
FLSA Status:	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt
Incumbent:	

Position Summary

The department of Psychology & Child Development (PSY&CD) is dedicated to enhancing the health of individuals, families, and communities through research, education, and application of psychological and developmental science. One of the larger departments in the College of Liberal Arts, PSY&CD offers Bachelor of Science degrees in Psychology and in Child Development, as well as a graduate degree in Psychology (MS) and two minors. The department-affiliated preschool is staffed by a director and two professional staff members as well as student assistants.

Founded in 1946, Cal Poly's Graphic Communication Department represents one of the best-known programs of its kind in the nation. The discipline includes media and mass communication involving the creation, production, management and distribution of advertising, marketing, web sites, books, magazines, newspapers, catalogs, packages and other media in printed and digital form.

Under the general supervision of the Graphic Communication Department Chair and with lead direction collaboratively provided by the Psychology and Child Development Department Chair, the Graphic Communication Department's Administrative Support Coordinator II and the Psychology and Child Development Department's Administrative Support Coordinator II, this position provides general clerical support for the department chair and faculty of both the Graphic Communication and the Psychology and Child Development Departments. The position is responsible for providing information and support for administration, faculty, students, parents, and the general public regarding the departments' programs. The position serves as front office receptionist and provides a full range of clerical support for the faculty, the department chair, and the Administrative Support Coordinator for two academic departments. The joint-assignment is evenly split between the two departments at 50%, or 20 hours per week working for each department.

Duties and Responsibilities

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

Essential Job Functions

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| | Daily | 90% |
| 1. Act as a receptionist and primary contact for the department, greeting and assisting faculty, students and guests in a courteous and professional manner and respond to inquiries with general information; answer, screen and forward phone calls; check and respond to department email; and make referrals as appropriate. | | |
| 2. Attend and record minutes of department meetings. | | |
| 3. Assist with department technology inventory, management, and check out. | | |
| 4. Assist with the use of office equipment, maintain office machines in good working order and call for service when needed. | | |

5. Ensure that the department databases are kept current (e.g., faculty rosters, student data, alumni data, donor data, etc.).
6. Assist with commencement, department advisory board meetings, special events, etc., including catering orders, facilities requests, scheduling meeting rooms, coordinating technical set up requests and preparation of hospitality forms, programs and publications as needed. Track student ticketing and fee collection for student events.
7. Provide administrative support for student clubs and Instructionally Related Activities: Psi Chi, Psych Club, PCDC, MPP, Phoenix Challenge, TAGA, etc.
8. Compile and update schedules for finals, office hours, faculty rosters and instructors' schedules.
9. Coordinate mail services and process and distribute mail daily.
10. Assist with faculty recruitment efforts including posting requisitions and advertisements and coordinating interview logistics.
11. Providing careful attention to detail, coordinate and execute the preparation of exam materials for the Disability Resource Center. Maintain and organize confidential department files of course materials for faculty. Facilitate weekly make-up exam time.
12. Provide administrative support for processing a variety of student information, including tracking and processing student paperwork and transfer applications, updating and mailing new student advisement letters and prospective and accommodated student letters. Retrieve student information from Poly Dashboards and check enrollments for the chair and faculty as requested.
13. Disseminate department's quarterly newsletters, announcements, donor letters, and other documents, on-line and print, as requested. Create and distribute flyers for writer series, guest speaker events, and all other events.
14. Keep updated roster of the department advisory boards and donors. Oversee donor recognition in department online and in print publications as well as via mail acknowledgements.
15. Update the departmental website, social media outlets, as well as bulletin boards and display windows around department offices as requested.
16. Provide support for other non-recurring assignments delegated by the department chair and other administrative personnel.

Related Job Functions

As Needed

10%

1. Attend informational workshops sponsored by CLA, Office of the Registrar and other campus offices pertaining to new policies and procedures.
2. Request and coordinate maintenance and repairs from Facility Services.
3. Attend training and maintain skill currency as appropriate to safely and effectively complete assignments.
4. Perform other job-related duties and special projects as assigned.

Required Education, Experience, and Credentials

Education and Experience:

- High school diploma or its equivalent. Type 45 wpm. Three years of general office support 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. Demonstrated customer service experience requiring a very high level of diplomacy and professionalism.
2. Demonstrated competence in understanding, interpreting, and communicating procedures, policies, information, ideas, and instructions.
3. Thorough knowledge of office methods, procedures, and practices.
4. Ability to apply independent judgment, discretion, and initiative to address problems and develop practical, thorough and, at times, creative solutions.
5. Ability to perform standard arithmetic functions of a transactional nature, including tracking and comparing data, purchasing and ordering.
6. 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.
7. 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.
8. Excellent communication skills; ability to effectively communicate information in a clear and understandable manner, both verbally and in writing.
9. Thorough knowledge of English grammar, spelling and punctuation. Ability to effectively proofread, edit and draft original correspondence.
10. General working knowledge of or ability to quickly learn, applicable University infrastructure and campus policies and procedures. Ability to interpret, communicate and apply policies and procedures.
11. Demonstrated ability to maintain confidentiality.
12. Excellent organizational and time management skills with the ability to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
13. 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.
14. Working knowledge of or ability to quickly learn University infrastructure, policies and procedures.
15. Ability to perform moderate to complex clerical assignments using sound judgment and discretion. Ability to perform most or all work assignments in an independent manner.
16. Ability to operate proficiently and troubleshoot issues with standard office equipment such as copy machines, multi-line telephone systems, fax machines, scantron machines, printers and computers.

Preferred Skills and Experience

1. Bachelor's degree.
2. Demonstrated skills in an institutional/educational environment utilizing a customer- oriented and service-centered attitude
3. Experience with Microsoft Office Suite; i.e. Word, Excel, PowerPoint.
4. Experience with Adobe Creative Suite; i.e. Acrobat, InDesign.
5. Experience with campus specific applications including PeopleSoft, PolyData Dashboards, Business Objects Enterprise (BOE), Cal Poly Jobs, Student Payroll System, Office 365 Calendar and E-mail.
6. Comprehensive knowledge of appropriate university/college/department and/or federal/state policies and procedures.

Special Conditions

- 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 for occasional meetings, events and/or training offsite.
- Must be able to work occasional overtime 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.
- This position classification has been defined as non-exempt and is subject to overtime provisions of the Fair Labor Standards Act (FLSA).
- Must be able to successfully pass a pre-employment background/fingerprint check.
- This position is paid under the 11/12 pay plan, 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.

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

Carrie Langner, Dept. Chair, PSY&CD

SUPERVISOR	SIGNATURE	DATE
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APPROPRIATE ADMINISTRATOR: I certify that all statements on this form are complete and accurate.

Colleen Twomey, Dept. Chair, GRC

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

Colleen Twomey, Dept. Chair, GRC

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

Carrie Langner, Dept. Chair, PSY&CD

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

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:	<u>ASA II</u>
FTE:	_____	<input type="checkbox"/> Classification Review	Class Code/Range:	<u>1031/2</u>
<input type="checkbox"/> Permanent		<input type="checkbox"/> New Position Recruitment	CBID:	<u>R09</u>
<input type="checkbox"/> Temporary		<input type="checkbox"/> Replacement Recruitment	MPP Job Code:	<u>N/A</u>
<input type="checkbox"/> COI Position			Classifier Initials:	<u>LD</u>
Recruitment Number:			Date:	<u>9/16/24</u>