



Human Resources
POSITION DESCRIPTION (HR 120)

CLASSIFICATION: ASA II 10/12	DEPARTMENT: CLA - English
WORKING TITLE: Administrative Support Assistant 10/12	FLSA: Non-Exempt

INCUMBENT:

PURPOSE:

The English Department, in the College of Liberal Arts, is one of the largest academic units within the University. The department offers BA and MA degrees in English, an English minor, a Linguistics minor, and certificates in Teaching English as a Second Language and Technical Communication. The department has approximately 300 English majors and offers many courses to satisfy General Education and Breadth requirements for all Cal Poly students.

The department is comprised of a department chair, 22 full-time faculty, and usually about 60 part-time faculty and teaching associates, with clerical/administrative support being provided by an Administrative Analyst/Specialist (AA/S), a 12/12 Administrative Support Coordinator (ASC I), and a 10/12 Administrative Support Assistant (ASA II).

Under the general supervision of the Administrative Analyst/Specialist, this position provides general clerical support for the department chair and faculty and is responsible for providing information and support for administration, faculty, students, parents, and the general public regarding department programs. The position serves as front office receptionist and provides a full range of clerical support for faculty, the department head, and the Administrative Analyst/Specialist.

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%

Faculty Support:

- Provide clerical support for about 76 faculty, the department chair, and the AA/S.
- Provide course materials and exams to the Disability Resource Center as needed, and serve as liaison.
- Initiate and track items that are sent out for duplication.
- Research and produce various academic information compilations, e.g., enrollment data, student information, classroom accommodations, etc., as requested by the chair or AA/S.
- Liaise between bookstore and faculty regarding courseware requests; research and provide information to publishers, students, other faculty members and the University Store. Request desk copies.
- Liaise between faculty and publishers and exchange information to maintain current representative listings.
- Post class and office hour cancellations, and notify students through class email aliases. Assist faculty with leave reporting and provide absence log to AA/S.
- Act as liaison and assist in coordination of requests for classroom and/or office repairs.
- Reserve conference rooms and classrooms on request.
- Create student-specific permission numbers for core classes.
- Assist faculty by resolving or reporting problems with copier, computer and other office machines.

Student Support:

- Interpret and clearly explain a wide variety of complex campus policies, guidelines, and procedures for students, parents, and faculty on various general campus and department policies and procedures. Refer to appropriate experts as needed.
- Process a multitude of student forms (e.g., grade changes, course withdrawal forms, substitution forms, etc.). Liaise with CLA Advising Center to process student forms.
- Research solutions and liaise between students, faculty and Office of the Registrar to solve general problems. Refer to faculty or CLA advisors as necessary.
- Research and produce various academic information compilations (enrollment status, unofficial transcripts, etc.) using PeopleSoft, as requested by the chair or AA/S.
- Provide information to students regarding senior project procedures. Act as liaison between student and

supervising faculty member to facilitate registration.

- Maintain student files.
- Maintain and process English and Linguistics minor applications.
- Liaise between graduate students and graduate faculty advisor in the exchange of information and clarification of general policies and procedures. Provide general support to Teaching Associates.
- Exchange information, resolve problems, assist in membership and recruitment, and assist in duplicating projects for English Department club officers.
- Exchange information and assist in duplicating projects for the annual poetry contest and the Byzantium journal.
- Compile materials and oversee quarterly student evaluation of faculty. Liaise with computing office regarding processing of student evaluation Scantrons.
- Create quarterly census report prior to opening of registration.

Office Support:

- Independently evaluate current departmental supply needs, forecast future needs, keep department adequately supplied and keep record of orders. Use judgment in determining which products are best for departmental use.
- Maintain inventory of university student forms and English Dept. forms and documents.
- Screen, direct, assist and act as liaison and primary resource/contact person between on and off campus persons, both in person and on the phone. Resolve problems and/or exchange information as needed through telephone, fax, email, mail, and in person.
- Maintain department and student aliases.
- Maintain student files.
- Create and maintain quarterly office hour document.
- Purge confidential student and faculty records, reports and course materials.
- Operate, troubleshoot and perform minor repairs to office equipment and systems.
- Serve as contact for hallway 35 copy machines. Resolve or report copier machine problems.
- Create and maintain a network of various campus and off-campus resources to expedite and facilitate work flow.
- Run various office errands.
- Provide clerical support and organization to various departmental committees and clubs.
- Project needs for office equipment and execute ordering process.
- Update bulletin boards and book display case.
- Operate, troubleshoot and perform minor repairs to office equipment and systems.
- Provide back up for scheduling issues.
- Sign for, receive, distribute and maintain security of payroll.
- Assist with the arrangements and organization of special events.
- Update department website and social media pages.
- Use Advance to generate donor reports, and print thank you letters. Provide donor information to department chair; liaise with CLA Advancement regarding department donations.
- Create and distribute flyers for WriterSpeak and Writer-at-Work speaker series and other department events.
- Maintain department electronic inventory and coordinate the check-out and return of all equipment using online tracking system.

OTHER JOB FUNCTIONS

As Needed 10%

- Perform other job-related duties and special projects as assigned.
- Attend training and maintain skill currency as appropriate to safely and effectively complete assignments.

MINIMUM QUALIFICATIONS:

EDUCATION AND EXPERIENCE: High school diploma or its equivalent. Type 45 wpm. Three 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, DEGREES, CREDENTIALS: None.

REQUIRED QUALIFICATIONS:

- 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.
- Thorough knowledge of office methods, procedures and practices.

- General working knowledge of or ability to quickly learn, applicable University infrastructure and campus policies and procedures.
- Ability to independently balance a large and varied workload in a fast-paced office with frequent interruptions by displaying initiative, prioritizing/coordinating multiple projects, determining deadlines and follow through.
- Attention to detail and strong proofreading skills for editing correspondence, exams and reports. Thorough knowledge of correct spelling and grammar and ability to compose correspondence independently. Demonstrated competence in effectively presenting standard information in writing.
- Ability to maintain confidentiality.
- Excellent skills in use of standard office software applications including word processing, spreadsheets, databases, network applications, email/calendaring, and online communication.
- Ability to work independently in the daily operations of a complex organization. Ability to evaluate, make decisions, and offer suggestions in order to solve a variety of problems with practical, thorough and creative solutions. Ability to establish and maintain effective working relationships with department and college personnel and other campus and community constituents.
- Excellent interpersonal and communication skills, both oral and written. Ability to deal effectively with a wide range of personalities and situations and work well with others. Ability to tactfully handle difficult situations involving anger and frustration.
- Ability to operate proficiently, troubleshoot, and do basic maintenance on standard office equipment such as copy machines, multi-line telephone system, fax machine, Scantron machine, printers and computers.
- Ability to learn, interpret independently, apply and communicate a variety of complex policies and procedures. Ability to identify deviations from applicable policies.
- Ability and willingness to improve knowledge and skills by researching or attending classes, workshops and seminars related to the position.
- Ability to perform standard arithmetic functions of a transactional nature, including tracking and comparing data.

PREFERRED QUALIFICATIONS:

- Knowledge of and skilled in campus/ network applications (PeopleSoft, Zimbra Email and Calendar).
- Experience with website maintenance.
- Experience with newsletter coordination and graphics software.

SPECIAL CONDITIONS:

- Must be able to work occasional overtime, times outside of regular work hours and on weekends to meet department needs.
- Must be able to successfully pass a pre-employment background/fingerprint check.
- Must be able to work in an area where there are constant interruptions and noise from traffic, telephone calls, computers, printers, students and faculty, etc.
- This position is paid under the 10/12 pay plan, where salary for 10 months is distributed over 12 months with **July and August** off (with pay, benefits, and vacation/sick leave accrual continuing through months off).
- This position classification has been defined as non-exempt and is subject to overtime provisions of the Fair Labor Standards Act (FLSA).
- 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.