

Human Resources
POSITION DESCRIPTION (HR 120)

CLASSIFICATION TITLE:	<u>Administrative Support Assistant II</u> <small>(leave blank for classification review)</small>	DEPARTMENT:	<u>Office of the Registrar</u>
		FLSA:	Non-Exempt <small>(Select One)</small>
WORKING TITLE:	<u>General Archivist</u> <small>(director/manager title for MPP only)</small>	INCUMBENT:	Vacant

PURPOSE:

The Office of the Registrar mission is to provide direct support services to students, the campus community, alumni, and the public. The Registrar's office is responsible for support to: enrollment and registration; grading (initial collection, grade changes, credit/no credit); transcripts and diplomas; verification of enrollment; degrees; certification and compliance of veterans and athletes; statements of degree credit (transfer work, major changes, and degree completion; maintenance and reporting of all aspects of the student record (ERSS reporting, name/SID changes, etc.), custodianship of all student records and the development and publishing of Articulation Agreements. The Office of the Registrar is part of Academic Affairs.

The Office of the Registrar has asked Academic Affairs Document and Technical Services (DOTS) to provide support in the document management project of imaging the Permanent Record Cards (PRCs) for students who attended Cal Poly between the years 1901 and 1988. This position performs work independently under the general direction of the DOTS Lead and is responsible for the verification of the imaged PRC quality, the proper entry in our content management system as well as entering these students into PeopleSoft to generate a student ID. This position is responsible for maintaining appropriate processes to support the Family Educational Rights and Privacy Act (FERPA),

Positions in this classification perform the full range of clerical, secretarial, and general office support functions at varying levels of complexity. Projects are generally of limited to medium scope. At the higher skill level, positions may provide work direction or act as a lead to lower level staff and perform some limited administrative duties.

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%
<ul style="list-style-type: none"> • Provides support to document management and file archival activities. • Understands the moderately complex database and relationships within the database. • Completes and coordinates moderately complex tasks such as working between two programs simultaneously, with dual monitors and keeping track of pertinent steps according to an established Business Process Guide. • Assesses available data and evaluates/interprets that data based on guidelines provided, in order to make an informed decision. • Coordinates workload and meets deadlines for the project with accountability for end results. • Exercises good judgment while working independently or on a team. • Develops positive and effective working relationships within the office and the campus community. • Enters highly sensitive data with attention to detail and impeccable accuracy. • Takes initiative, prioritizes work, and applies judgment and discretion to develop practical and creative solutions to adapt guidelines and procedures to meet new needs. • Verifies imaged quality of PRC. • Verifies document keys in Content Management System- Perceptive Content. • Quick admits student into PeopleSoft, generating a student ID number for easy retrieval. • Performs student records document research. • Maintains confidentiality and full compliance with FERPA provisions. • Provides superior customer service to all departments within the service area. 		

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 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 (SKAs):

- Demonstrated ability to maintain a high level of accuracy with strong attention to detail.
- Ability to apply independent judgment, discretion, and initiative to address problems and develop practical, thorough and, at times, creative solutions. Ability to recognize and refer more complex problems to appropriate staff.
- Strong work ethic with full accountability of responsibilities; expected to model timeliness and dependability.
- Ability to perform standard arithmetic functions of a transactional nature, including tracking and comparing data.
- Thorough knowledge of office methods, procedures, and practices.
- Ability to learn, interpret independently, and apply a variety of complex policies and procedures. Able to identify deviations from applicable policies.
- Work often involves front line contacts with a variety of campus and community individuals requiring active problem solving and effective interpersonal skills.
- Demonstrated competence in understanding, interpreting, and communicating procedures, policies, information, ideas, and instructions.
- Excellent communication skills; ability to effectively communicate information in a clear and understandable manner, both verbally and in writing.
- Demonstrated customer service experience requiring a very high level of diplomacy and professionalism.
- 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.
- Thorough knowledge of English grammar, spelling and punctuation.
- Ability to interpret, communicate and apply policies and procedures.
- Demonstrated ability to maintain a high degree of confidentiality.
- Excellent organizational and time management skills.
- 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.
- Working knowledge of or ability to quickly learn University infrastructure, policies and procedures.

PREFERRED QUALIFICATIONS:

- Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.
- Experience with an Enterprise Content Management system, preferably Perceptive Content.
- Experience with PeopleSoft

SPECIAL CONDITIONS:

- 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 overtime provisions of the Fair Labor Standards Act (FLSA).

SIGNATURES:

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

Incumbent Print name	Signature	Date
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SUPERVISORY: We certify that all statements on this form are complete and accurate.

Immediate Supervisor	Alisa G. Williford, Imaging Lead		
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Immediate Supervisor Print name and title	Signature	Date
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Dept Head/Director	Cem Sunata, Registrar		
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Dept Head/Director Print name and title	Signature	Date
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Dean/Vice President	Mary Pedersen/ Sr. Vice Provost AP&P		
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Dean/Vice President Print name and title	Signature	Date
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HR USE ONLY		
Employee ID: _____	Request for:	Classification Information:
Position Number: _____	<input type="checkbox"/> Update Review for File	Approved Classification Title: _____
Time-base: _____	<input type="checkbox"/> Classification Review	Class Code/Range: _____
<input type="checkbox"/> Temporary <input type="checkbox"/> Permanent	<input type="checkbox"/> New Position Recruitment	CBID: _____
Doc Coding: _____	<input type="checkbox"/> Replacement Recruitment	MPP Job Codes: _____/_____/_____
	Recruitment Number: _____	COI: Y/N
		Classifier Initials: _____ Date: _____