



Human Resources
POSITION DESCRIPTION (HR 120)

CLASSIFICATION:	Administrative Support Assistant II	DEPARTMENT:	Mathematics
WORKING TITLE:	Administrative Support Assistant II	FLSA:	Non-Exempt
		INCUMBENT:	

PURPOSE:

The Department of Mathematics is one of the largest academic units in the University and the College of Science and Mathematics in terms of full-time equivalent faculty, student credit units generated, and number of courses taught. There are approximately 270 undergraduate majors and 20 graduate students. The department is a major service department, offering courses to satisfy mathematics requirements for students in other academic majors, to meet General Education and Breadth requirements for all Cal Poly students, and to provide remediation for the Entry Level Mathematics requirement. The department provides Blended BS/MS, Credential, Graduate, Minor, and Undergraduate programs and is comprised of a department chair, 35 full-time faculty, an average of 15 part-time faculty, 10-15 teaching associates, an ELM/MAPE coordinator, two academic support coordinators (ASC), one administrative assistant and approximately 65 student assistants.

The Administrative Support Assistant II (ASA II) provides clerical assistance for the department, including, but not limited to, handling student-related issues, preparing educational materials, and providing general support for the faculty, the ASCs and the Department Chair. Under the general direction of the Department Chair and oversight of the ASC I for delegated tasks and general departmental duties, the ASA II handles the day-to-day operations of the Mathematics Department main telephone line and front office window. It is essential that the person in this position provide a welcoming and helpful environment for those visiting the department office and has the ability to work in an environment with constant deadlines and interruptions. This position plays an integral role in the department and provides a knowledgeable procedural interface between students and the department.

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%

- Provide general office, clerical, and administrative support to the program administrator, faculty, staff, and students.
- Respond to inquiries from students, parents, faculty, staff and the general public regarding department, college and university information, policies and procedures.
- Perform a full range of moderate to complex clerical and administrative work assignments involving the use of judgment and discretion in support of an administrative or academic office or individual; such as: processing mail, maintaining files and records, scheduling and arranging appointments, providing assistance with budget related claims, processing of documents and records, gathering data, preparing standard reports, and interacting with and solving problems for work unit customers and staff.
- Make independent decisions regarding day-to-day assignments with general instructions, except for new assignments.
- Set own priorities and coordinate multiple work assignments
- Perform varied assignments involving the regular use of judgment, discretion, and innovation.
- Address a variety of problems using practical, thorough, and at times, creative solutions.
- Coordinate with other work groups to gather routine information or solve problems.
- Greet and assist visitors to the department office, answer a wide variety of questions, and deal efficiently with problems and concerns. Answer department's main phone line, respond to voice mail and keep recorded messages current. Receive and screen visitors and calls, independently handle requests and matters brought to the department's main office by students, faculty, staff and visitors. Schedule appointments for the department chair. Provide information to students regarding university policy and direct as appropriate for prerequisite information, course content, and other concerns.
- Use computer and a variety of software applications to produce handouts, flyers, rosters, course outlines, notices, correspondence, and any other documents required by the department. Have the ability to format, plan layout, produce rough drafts, and proof for final copy.
- Assist as key operator for copier/fax machines. Maintain and keep in working order, calling for technical support and ordering supplies when required. Assist faculty, teaching associates, and staff in use of this equipment.

- Maintain and publish quarterly information flyers on department-sponsored and private tutoring.
- Assist in coordinating the tutoring lab hours, prepare tutoring lists/fliers and handouts.
- Oversee, train, and assist with printing and duplication using office equipment or on-campus services.
- Inventory and order supplies and ensure that the supply room and department workroom are stocked.
- Update, maintain, and stock department files and department/university forms.
- Maintain bulletin boards and display cases with current flyers on jobs, testing, colloquia, and other items relating to the Math Department, as well as flyers circulated by other departments and offices.
- Distribute department mail, post items of interest, file or route general department items.
- Assist in supporting new faculty, lecturers and teaching assistants when they arrive on campus by providing information, guidance and help as necessary. Maintain faculty photo display.
- Assist in updating course outlines. In coordination with CSM Advising Center, post, update, and oversee advisor/advisee list.
- Handle wide variety of tasks associated with SOAR, Open House, Week of Welcome, and Fall Conference, and department events/functions such as annual student awards banquet, annual back-to-school event, colloquia, retirement, recruitment receptions/events and special events.
- Serve as the room scheduler for events, functions and other ad hoc events.
- Work with the University Bookstore and textbook publishers for departmental textbook orders and distribute desk copies to faculty and graders. Prepare textbook list for internal departmental use.
- Prepare departmental information and assist with distribution of electronic student evaluation data.
- Serve as one of the department contacts for faculty office, classroom, and department facilities and computer needs. Contact facilities services, ITS or CSM Technicians, as appropriate, track and follow up as necessary.

OTHER JOB FUNCTIONS

As Needed

10%

- Serve as department librarian for alias generation and updates.
- 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: N/A

REQUIRED QUALIFICATIONS (Skills, Knowledge, and Abilities (SKAs)):

- Ability to use standard office equipment, such as multi-line phones, computers, fax machines, etc.
- Ability to perform standard arithmetic functions of a transactional nature, including tracking and comparing data.
- Demonstrated customer service experience requiring a very high level diplomacy and professionalism.
- 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 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.
- Excellent communication skills; ability to effectively communicate information in a clear and understandable manner, both verbally and in writing.
- Thorough knowledge of English grammar, spelling and punctuation.
- Demonstrated ability to maintain a high degree of confidentiality.
- Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
- 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.
- Thorough knowledge of office methods, procedures, and practices.
- Ability to learn, interpret independently, and apply a variety of complex policies and procedures. Ability to identify deviations from applicable policies.
- Demonstrated competence in understanding, interpreting, and communicating procedures, policies, information, ideas, and instructions.
- Ability to apply appropriate level of discretion, judgment, and innovation as required of assignments.
- Ability to respond to routine inquiries and explain standard policies and procedures to others.

- Ability to work closely as a team with the department chair, department support staff and as part of a larger team consisting of the dean, associate dean, and dean's office administrative support staff. Ability to establish, cultivate and maintain positive and productive working relationships within the department and college and university community, a diverse multi-cultural environment. Demonstrated ability to deal with difficult people and respond appropriately to conflicts and problems.
- Ability to work and maintain a professional demeanor in an often noisy environment of constant deadlines and interruptions from phone calls and people walking in.
- Ability to communicate clearly and efficiently by telephone, in person, and by e-mail.
- Ability to restock supplies using step ladder and restock textbooks on shelving unit.
- Ability to post signage at various locations around campus.

PREFERRED QUALIFICATIONS:

- Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.

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 work in an area where there is constant traffic and noise from telephone conversations, talking, and computer printers and where there is no air conditioning.
- 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.