

**EMPLOYMENT OPPORTUNITY****POSITION: ADMINISTRATIVE SUPPORT ASSISTANT II****JOB #11/65**

Temporary hourly-intermittent position available on or after February 20, 2012 and ending on or before June 30, 2012 in the Philosophy & Modern Languages Department. Possibility of reappointment based on budget, department needs and job performance.

**ESSENTIAL DUTIES:** Under the general supervision of the Department Chair, this position will provide a full range of clerical and secretarial duties to ensure the office runs efficiently in support of students, faculty, and the Chair according to university guidelines. Duties include, but are not limited to:

- Serve as receptionist for the office by greeting, screening, and assessing needs of visitors and callers during regular business hours. Independently assist or direct visitors and callers to the appropriate person or department while maintaining a positive, friendly, and cooperative customer service attitude.
- Respond to questions (in person, on the telephone and by e-mail) in a prompt, courteous, and professional manner and take messages or refer individuals to the proper person for assistance. Provide accurate advice to students and faculty; determine the answers to questions from faculty and students.
- Implement basic academic program procedures in all clerical work. Perform troubleshooting pertaining to any and all areas of the department.
- Act as liaison with other organizational units on campus to plan procedural changes related to processing department forms and policies.
- Retrieve/distribute mail for faculty; make phone calls to faculty and students; conduct errands around campus; request services or technical support as needed; take and respond to messages; monitor and order department supplies and equipment to support faculty and programs.
- Prepare documents to forward to Financial Services including direct pays, travel requests and claims, e-reqs, etc.
- Prepare and submit travel reimbursements, purchase requisitions, and special lecturer forms. Gather information and prepare reports using university and system-wide databases.
- Assist with special programs and event coordination including facility planning and reservations, equipment rental and hospitality arrangements.
- Work with campus PeopleSoft system to access and utilize student information, including lifting advising holds and probation flags, obtaining transcript and grade records for faculty, and performing other related tasks as necessary. Assist students with paperwork processes relating to Philosophy and Modern Languages.
- Provide appropriate assistance to the Department Chair in resolving academic-related problems for students and faculty.
- Maintain files and documents pertaining to the advising of undergraduate students in the Philosophy and Modern Language programs; maintain contact lists and course rosters for students in the University Honors Program. Maintain student advising files.
- Obtain transcript reports and census lists of new and continuing students in support of programmatic needs in Philosophy, Modern Languages and the Honors Program.
- Train and assign student assistant workloads. Monitor working status of office equipment and coordinate necessary repairs and annual inventory for all equipment.
- Coordinate field trips, including travel requests, reserving state vehicles. Provide cost estimates including mileage, etc. Review, and/or edit daily correspondence for the department chair's signature to include reports and forms. Maintain the department's archive and filing processes.
- Other duties or projects as assigned.

**QUALIFICATIONS:**

- High school diploma or equivalent PLUS full-time equivalent of two (2) years of general office clerical/administrative assistant experience which has provided the knowledge, skills, and abilities to be proficient in performing most or all work assignments.

**SPECIALIZED SKILLS AND ABILITIES:**

- Previous related administrative support experience in an academic department preferred. Demonstrated experience in maintaining a website is desirable.
- Demonstrated experience maintaining an electronic calendar in Outlook and/or to develop electronic scheduling practices highly preferred. Previous experience with schedule-building (or comparable) software is highly desirable.
- Demonstrated skill and experience in providing clerical support to committees (preparing agendas, taking minutes, following-up/tracking action items, etc.) is desirable.
- Demonstrated competence in tracking the timelines for important department tasks; ability to maintain multiple calendars, including an administrator's appointment calendar.
- Demonstrated experience with answering phones with multiple lines and customer service. Ability to use standard office equipment.
- General working knowledge of applicable University infrastructure, policies, and procedures. Thorough knowledge of office methods, procedures and practices.
- Demonstrated fluency in using a computer (PC preferred) and standard office software packages to include Microsoft Word, Excel, and Outlook, as well as database systems (PeopleSoft and Brio desirable). Ability to learn and become proficient using software applications basic to the function of this position.
- Demonstrated ability to communicate clearly and effectively, both orally and in writing, demonstrating a thorough knowledge of proper English grammar, punctuation, and spelling, including good proofreading and editing skills. Demonstrated competence in effectively presenting standard information in writing.
- Demonstrated ability to be well organized and detail-oriented with the ability to effectively coordinate a number of different tasks simultaneously, while meeting critical deadlines.
- Demonstrated ability to work independently as required, using initiative, discretion and good judgment, in performing clerical work of general complexity.
- Ability to independently handle multiple work unit priorities and projects.
- Ability to learn, interpret independently, and apply a variety of complex policies and procedures, and to be able to identify deviations from applicable policies.
- Ability to apply independent judgment, discretion, and initiative to address problems and develop practical, thorough and, at times, creative solutions.
- Ability to perform standard arithmetic functions of a transactional nature tracking and comparing data.
- Work often involves front line contacts with a variety of campus and community individuals requiring active problem solving and effective interpersonal skills.
- Must be able to work with the general public, faculty, staff and students in a competent, diplomatic and open-communication style; capacity to convey information to student prospects in a competent and helpful manner. Ability to clearly answer routine questions and explain policies and procedures to students and other campus employees.
- Demonstrated ability to consistently maintain confidentiality. Demonstrated competence in understanding, interpreting, and communicating procedures, policies, information, ideas, and instructions. Ability to respond to routine inquiries and explain standard policies and procedures to others.
- The successful candidate must be fingerprinted and successfully pass a background check, which may include checks of employment records, criminal records, civil records, and motor vehicle records.

**SALARY RANGE:** \$14.45 to \$18.07 per hour. (Position will normally be hired at, or near, the entry salary.)

**APPLICATION DEADLINE: FEBRUARY 10, 2012**

**APPLICATION PROCEDURE:** Applications will be processed in accordance with Article 9.3 of the CSU/CSUEU Memorandum of Understanding. Preference will be given to qualified individuals currently employed at CSU Stanislaus in bargaining units 2, 5, 7, and 9 except when it is determined that it is necessary to appoint outside applicants to meet the best interest of the campus by obtaining specialized skills and abilities not available from current employees. Qualified candidates must submit a completed CSUS employment application (download electronic application at [http://www.csustan.edu/hr/employment\\_opportunities/staff/index.html](http://www.csustan.edu/hr/employment_opportunities/staff/index.html)), professional resume, and cover letter to:

California State University, Stanislaus · Human Resources Department  
Mary Stuart Rogers Educational Services Gateway Building, Suite 320 (3<sup>rd</sup> Floor)  
One University Circle · Turlock, CA 95382 · Phone: (209) 667-3354

Applicants requiring necessary accommodations to the application process may contact Human Resources at (209) 667-3351. California Relay Service is available at (800) 735-2922 voice and (800) 735-2929 TDD.

THOSE INDIVIDUALS WHO APPEAR TO BE THE BEST QUALIFIED FOR THIS POSITION WILL BE CONTACTED BY TELEPHONE FOR AN INTERVIEW.

CSU STANISLAUS IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION TITLE IX/SECTION 503/504 EMPLOYER. QUALIFIED WOMEN, MINORITIES, AND PERSONS WITH DISABILITIES ARE ENCOURAGED TO APPLY. CSU STANISLAUS HIRES ONLY INDIVIDUALS LAWFULLY AUTHORIZED TO WORK IN THE UNITED STATES. CLERY ACT: IN COMPLIANCE WITH THE JEANNE CLERY DISCLOSURE OF CAMPUS SECURITY POLICY AND CRIME STATISTICS ACT, CRIME REPORT STATISTICS ARE AVAILABLE AT [www.csustan.edu/UPD/pages/CampusCrimeStatistics/index.html](http://www.csustan.edu/UPD/pages/CampusCrimeStatistics/index.html)

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