



EMPLOYMENT OPPORTUNITY

POSITION: ADMINISTRATIVE SUPPORT ASSISTANT II

JOB #18/36

Full time temporary position available on or after November 19, 2018 and ending on or before October 31, 2019 at CSU Stanislaus-Stockton Center located in Stockton, California. Possibility of reappointment and/or becoming permanent based on budget, department needs, and job performance.

ESSENTIAL DUTIES: Under the general supervision of the Stockton Center Dean and day to day lead direction of the Administrative Coordinator, the incumbent is responsible for front counter customer service and support for the daily operations of the Stockton Center. Duties include but are not limited to:

- Provide information regarding admissions, evaluations, records, registration, financial aid, advising, student outreach, cashiering, academic programs, testing, credential policies and procedures.
- Interpret University policies and procedures as related to the Stockton Center.
- Refer clients to appropriate departments or persons as situations may warrant using knowledge regarding the functions of academic programs, student services, and other departments and programs located at the Stockton and Turlock campus locations.
- Using thorough knowledge regarding University registration processes, register students each term; process add/drop transactions, monitor completeness and accuracy of forms, assist in the maintenance of registration, add/drop, and withdrawal forms.
- Assist students and faculty with the resolution of admissions, records, and registration problems.
- Provide cashiering services including collection of fees by cash, check or charge, posting of all transactions to student accounts, releasing academic holds and daily reconciliations.
- Maintain communication with students, faculty, and staff, and provide assistance for academic programs, student services, and with campus and community events.
- Keep classroom schedule grid up-to-date, and provide the appropriate level of assistance as needed.
- Release student academic holds.
- Coordinate with Disable Student Services special testing requests. Schedule and administer tests for disabled students, and assist with other services rendered to students, or campus and community stakeholders when appropriate.
- Assist the dean and departmental staff with campus and community events. Other duties or projects as assigned.

MINIMUM QUALIFICATIONS:

- Completion of a high school program or its equivalent.
- Some experience in an office environment.

PREFERRED QUALIFICATIONS:

- Undergraduate degree and full time equivalent to two years of general office clerical/administrative experience or in relevant experiences involving client/customer/student contact in person, via telephone, and email correspondences.
- Experience with cash handling and banking deposits.
- Demonstrated knowledge of and skill in higher education admissions and records highly preferred.
- Experiences working in higher education, or in a position that requires regular interactions with students.
- Student records database systems experiences, including PeopleSoft.
- Ability to type accurately on a standard computer keyboard at a rate of 40 WPM or greater.
- Demonstrated collaboration skills and a positive, supportive attitude.
- Thorough knowledge of office systems and ability to use a broader range of technology, systems, and software packages. Ability to independently handle multiple work unit priorities and projects.
- A focus and commitment of support students, faculty, staff, administrators, and service to the community.
- High standards of integrity, ethical behavior, accountability, judgment, and discretion to address and solve problems, as well as demonstrated ability to treat customers and co-workers with respect and professionalism.

SPECIALIZED KNOWLEDGE, SKILLS, AND ABILITIES:

- Experience to be proficient in performing most or all work assignments.
- General working knowledge of applicable university infrastructure, policies, and procedures.
- Thorough knowledge of office methods, procedures, and practices.
- Ability to use standard office equipment.
- Fluency in using standard word processing and related computer software packages.
- Ability to identify and solve standard problems and refer more complex problems to appropriate staff.
- Thorough knowledge of English grammar, punctuation, and spelling.
- Ability to learn, interpret independently, and apply a variety of complex policies and procedures. 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, including tracking and comparing data, (as well as calculating ratios and percentages, preferred.)
- 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 effectively presenting standard information in writing.
- Demonstrated competence in understanding, interpreting, and communicating procedures, policies, information, ideas, and instructions.

SALARY RANGE: \$2,600 - \$4,458 per month plus excellent paid benefits. (Anticipated salary will be \$2,600 - \$2,860 per month, depending on the qualifications of the successful finalist.) The California State University offers a premium benefit package that includes, but is not limited to, outstanding vacation, health, dental, and vision plans; a fee waiver education program; membership in the California Public Employees Retirement System (PERS); and 14 paid holidays a year.

APPLICATION DEADLINE: November 13, 2018

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. To be considered, qualified candidates must submit a completed CSUS employment application (download electronic application at http://www.csustan.edu/hr/employment_opportunities/staff/index.html), **cover letter**, and **resumé** to:

California State University, Stanislaus · Human Resources Department
Mary Stuart Rogers Educational Services Gateway Building, Suite 320 (3rd Floor)
One University Circle · Turlock, CA 95382

For questions, please contact: Ms. Silvea Rodriguez (209) 513-9409

Satisfactory completion of a background check (which includes checks of employment records, education records, criminal records, civil records; and may include motor vehicle records, professional licenses, and sex offender registries, as position requires) is required for employment. CSU will make a conditional offer of employment, which may be rescinded if the background check reveals



disqualifying information, and/or it is discovered that the candidate knowingly withheld or falsified information. Failure to satisfactorily complete the background check may affect the continued employment of a current CSU employee who was conditionally offered the position.

Applicants requiring necessary accommodations to the application process may contact the Human Resources Department at (209) 667-3351. California Relay Service is available at (800) 735-2922 voice and (800) 735-2929 TDD. As a federal contractor, we are committed to attracting a diverse applicant pool. Please consider completing the Voluntary Self-Identification of Disability form (your response will not be shared with the search committee) at: https://www.dol.gov/ofccp/regs/compliance/sec503/Self_ID_Forms/VoluntarySelf-ID_CC-305_ENG_JRF_QA_508c.pdf.

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

PURSUANT TO THE JEANNE CLERY DISCLOSURE OF CAMPUS SECURITY POLICY AND CAMPUS CRIME STATISTICS ACT, THE ANNUAL SECURITY REPORT (ASR), IS NOW AVAILABLE FOR VIEWING AT [HTTPS://WWW.CSUSTAN.EDU/ANNUAL-CAMPUS-SECURITY-REPORT](https://www.csustan.edu/annual-campus-security-report). THE ASR CONTAINS THE CURRENT SECURITY AND SAFETY-RELATED POLICY STATEMENTS, EMERGENCY PREPAREDNESS AND EVACUATION INFORMATION, CRIME PREVENTION AND SEXUAL ASSAULT PREVENTION INFORMATION, AND DRUG AND ALCOHOL PREVENTION PROGRAMMING. THE ASR ALSO CONTAINS STATISTICS OF CLERY ACT CRIMES FOR STANISLAUS STATE FOR THE PREVIOUS THREE YEARS. A PAPER COPY OF THE ASR IS AVAILABLE UPON REQUEST BY CONTACTING THE OFFICE OF THE CLERY DIRECTOR LOCATED AT ONE UNIVERSITY CIRCLE, TURLOCK, CA 95382, OR BY CALLING 209-667-3572.

THE UNIVERSITY IS AN EQUAL OPPORTUNITY EMPLOYER AND DOES NOT DISCRIMINATE AGAINST PERSONS ON THE BASIS OF RACE, RELIGION, COLOR, ANCESTRY, AGE, DISABILITY, GENETIC INFORMATION, GENDER, GENDER IDENTITY, GENDER EXPRESSION, MARITAL STATUS, MEDICAL CONDITION, NATIONAL ORIGIN, SEX, SEXUAL ORIENTATION, COVERED VETERAN STATUS, OR ANY OTHER PROTECTED STATUS. ALL QUALIFIED INDIVIDUALS ARE ENCOURAGED TO APPLY. CSU STANISLAUS HIRES ONLY INDIVIDUALS LAWFULLY AUTHORIZED TO WORK IN THE UNITED STATES. 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, REVISED 7/21/17, AS A CONDITION OF EMPLOYMENT.

INFORMATION CONTAINED IN THIS ANNOUNCEMENT MAY BE SUBJECT TO CHANGE WITHOUT NOTICE

10/23/18