CALIFORNIA STATE UNIVERSITY, STANISLAUS

Phone (209) 667-3354 ◆ www.csustan.edu/HR

EMPLOYMENT OPPORTUNITY

POSITION: ADMINISTRATIVE SUPPORT ASSISTANT II **JOB #15/14**

Full-time temporary position with the possibility of reappointment available on or after August 15, 2015 and ending on or before August 14, 2016 in Enrollment Services. Position will be appointed for one year from the date of hire. Possibility of reappointment based on budget, department needs, and job performance

ESSENTIAL DUTIES: Under the direction of the Dean of Admission, this position will provide student services assistance in person, via telephone and email to students, staff, faculty and visitors in Enrollment Services. Areas of inquiry/service include Admissions, Records, Registration, and Evaluations. Responsible for a variety of records/registration administrative support functions within Enrollment Services. Duties include, but are not limited to:

- Provide student service assistance in person, via telephone, and email to students, faculty, staff and visitors.
- Provide information regarding records, registration, and evaluations policies, procedures and practices.
- Interpret University policies and procedures as related to Enrollment Services; maintain knowledge regarding functions of other departments on campus in order to be able to refer and direct clients to appropriate departments as situations may require.
- Register students each term; provide assistance with permission numbers, process add/drop transactions for individual study, internships, and special registrations, monitor completeness and accuracy of forms; assist students with the withdrawal process and petition process, as appropriate. Assist faculty, staff and students with all registration problems, and provide explanation of resolution.
- Answer telephone calls received in the Records/Registration area and respond to inquiries.
- Establish and maintain a positive, cooperative working relationship with office staff, departments and the campus community.
- Process requests for outgoing transcripts via hard copy request, fax, and National Clearinghouse.
- Maintain and process verifications of enrollment.
- Handle incoming calls on the Records/Registration phone line.
- Prepare supplemental transcript files for review by evaluator.
- Update student Program/Plan/Sub plan in PeopleSoft. Update/change student name, address and telephone upon student request.
- Provide assistance with Permanent File Number process.
- Image and Index documents using KnowledgeLake.
- Post credentials/student record notes to the academic records
- Audit student records to ensure accuracy of courses listed. Place and remove student academic record holds.
- Assign registration appointments, as appropriate, for Priority Registration.
- Create and assign independent study and special registration course numbers, including the registration of students into the courses.
- Perform other duties as assigned.

REQUIREMENTS:

- High school diploma or its equivalent. Some experience in an office environment.
- 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

PREFERRED QUALIFICATIONS:

- Experience working with the general public and providing competent, diplomatic and clear communication.
- Experience working in an institution of higher education, understanding of admission, registration and evaluation processes.
- Experience/knowledge of relational databases (i.e. PeopleSoft, Banner, Datatel).
- Experience working in a team and ability to work with multiple deadlines, and changing priorities.

SPECIALIZED 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.
- 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: $2,539 to $4,000 per month plus excellent paid benefits

APPLICATION DEADLINE: August 11, 2015

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), letter of interest, 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 or inquiries, please contact: Lisa Bernardo, Director of Enrollment Services (209) 667-3094

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. 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: http://www.dol.gov/ofccp/regs/compliance/sec503/Voluntary_Self-Identification_of_Disability_CC-305_SD_Edit1.24.14.pdf.

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

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 AS A CONDITION OF EMPLOYMENT. CLERY ACT: IN COMPLIANCE WITH THE JEANNE CLERY DISCLOSURE OF CAMPUS SECURITY POLICY AND CRIME STATISTICS ACT, CRIME REPORT STATISTICS ARE AVAILABLE AT http://www.csustan.edu/UPD/pages/CampusCrimeStatistics/index.html

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

7/28/15