



# POSITION DESCRIPTION

**Department:** Office of Provost & Vice President, Academic Affairs (VPAA)

**Working Title:** Office Coordinator

**Job Code:** 1035

**Time Base:** 1.0

**Position Number:** 00006338

**Union / Unit (if applicable):** California State University Employees' Union/ Unit 7

**Position Reports To:** Provost & VPAA

**Classification:** Administrative Support Coordinator I

**Range Code:** 1

**Exempt or Non-Exempt:** Non-exempt

**Last Update:** 9-13-2021

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## PURPOSE OF POSITION:

Incumbent provides administrative support for the Office of the Provost. Position reports to the Provost and Vice President for Academic Affairs, under the lead work direction of the Executive Assistant to the Provost. Ongoing responsibilities include: receptionist function, general administrative support, confidential clerical support for administrator searches, support staff to Academic Senate, committees and task forces that report to the provost, coordination of provost's travel arrangements, event planning and coordination (including event budgets), and processing new and revised policies forwarded by Academic Senate for approval by the provost and other constituents for input. Performs confidential work that requires access to a variety of sources of information.

## MAJOR RESPONSIBILITIES:

	<u>% of Time</u>
1. Administrative support for the provost's office and administrator searches	60%
2. Support staff to committees and task forces convened by the provost	10%
3. Event planning and coordination	10%
4. Initiate and process approval requests as appropriate/needed	20%

## LIST OF TASKS FOR EACH MAJOR RESPONSIBILITY:

- 1. Administrative support for the provost's office and administrator searches**
  - a. Receptionist duties, including front desk coverage, greet and announce guests, order and maintain office supplies, issue work orders for the suite and maintain an inviting environment.
  - b. Serve as primary resource for office guests and provide excellent customer care for all community members.
  - c. Ability to identify and appropriately handle confidential information and maintain confidentiality regarding all office business.
  - d. Drafts correspondence and documents proficiently in professional writing.
  - e. Research and coordinate travel arrangements.
  - f. Provide back-up office coverage as needed for colleagues in the provost suite.
  - g. Manage reservations for conference rooms CRA 5210-E and KEL 5207.
  - h. Maintain webpages for the office.
  - i. Distribute mail.
  - j. Support administrator searches, to include communication with committee members and candidates, scheduling, travel arrangements, catering, meeting/forum space reservations, and technical needs.
  - k. Follow timelines and meet deadlines.
  - l. Maintain documents such as organizational charts, contact lists, and distribution lists, for the office.
- 2. Support staff to committees and task forces convened by the provost**
  - a. Coordinate standing and ad hoc committee meetings
  - b. Prepare agenda and meeting materials for distribution.
  - c. Take and transcribe meeting materials and distribute.
  - d. Drafts correspondence and documents proficiently in professional writing.
  - e. Create and maintain SharePoint folders with relevant documents to support committee work.
- 3. Event planning and coordination**
  - a. Primary responsibility for coordination all events convened by the provost—secure space, make travel/hotel reservations, arrange catering, welcome and greet attendees, ensure appropriate set-up, take-down, and clean-up.
  - b. Design, create and send invitations, hard copy and electronic.
  - c. Utilize survey platforms such as WuFoo, Qualtrics, or similar, to maintain guest list and responses, dietary restrictions, etc.

**4. Initiate and process approval requests as appropriate/needed**

- a. Submit travel requests and expense claims for the Provost.
- b. Assist in maintaining the resource mailbox—routing messages and replying as appropriate.
- c. Track outstanding requests as needed.

**PROVIDES LEAD DIRECTION OF OTHERS**

None

**REQUIREMENTS OF POSITION:**

**1. List education and experience required**

- a. Four years of responsible administrative support experience or equivalent combination of education and experience.
- b. **Preferences**
  - i. Bachelor's
  - ii. Experience in an academic setting

**2. List knowledge, skills, and abilities required for this position.**

- a. Ability to demonstrate an awareness and appreciation of the cultural diversity of the University community and establish and maintain cooperative and effective relations with University employees, students and the public.
- b. Working knowledge in Microsoft Office suite and various web browsers
- c. Knowledge of online survey platforms such as WuFoo or Qualtrics (preferred)
- d. Knowledge and experience with graphic design platforms such as Canva for visual content creation (preferred)
- e. Thorough knowledge of English grammar, spelling and punctuation
- f. Demonstrated ability to draft and compose correspondence and standard reports.
- g. Demonstrated ability to use judgment and discretion to act when policies and procedures do not exist
- h. Demonstrated ability to plan, organize, coordinate, prioritize and perform multiple work assignments while consistently meeting deadlines
- i. Demonstrated ability to coordinate and schedule meetings, conferences, seminars, events and travel arrangements
- j. Demonstrated ability to respond to routine inquiries and disseminate information
- k. Demonstrated ability to comprehend and effectively support the goals and objectives of the Provost and University in all interactions and communications
- l. Thorough knowledge of English grammar, punctuation, and spelling
- m. Ability to perform standard business math
- n. Ability to reschedule work assignments based on shifting priorities
- o. Ability to troubleshoot most office administration problems and respond to all inquiries and requests related to work area.
- p. Ability to establish, cultivate and maintain a cooperative working relationship with coworkers, students, faculty, staff, and administrators
- q. Ability to recognize sensitive matters and maintain confidentiality
- r. Ability to handle effectively a broader range of interpersonal contacts, including those at a higher level and those sensitive in nature

**3. List machines, tools, equipment, and motor vehicles used in the performance of the duties**

- a. PC computer, Windows operating systems, copy and fax machine, laser printer, LaserJet printer, scanner, multi-line telephone and calculator
- b. Software – MS Office, Excel, Word, Internet, Outlook, PeopleSoft

**4. Unique working conditions**

- a. Some evening, early morning and weekend hours may be required (when hosting events/receptions, early morning or evening meetings, Commencement, etc.)
- b. Use of personal vehicle for making purchases with ProCard, etc.
- c. This position is subject to the Conflict of Interest filing requirements.

**5. Other Employment Requirements**

- a. This position is subject to a background check including, but not limited to, employment verification, education verification, reference checks and criminal record checks. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.

- b. Must participate in required campus trainings including, but not limited to, Information Security Awareness Training and CSU's Sexual Misconduct Prevention Program.

**PURPOSE AND NATURE OF WORK RELATIONSHIPS:**

Define working relationships with people on and off campus (other than supervisor or people supervised) with whom this employee interacts on a continuing basis, and how often this interaction occurs.

Provost and VPAA	Receive assignments, provide updates	Weekly
Assistant to Provost & VPAA	Receive assignments, provide updates, collaborate	Daily
Administrative Assistants / Coworkers	Collaborate on projects, work together to provide office coverage	Daily
Division Unit Support Staff	Communicate information effectively between units within the division. Work cooperatively on Academic Affairs projects.	Daily
Executives, Administrators and Faculty	Schedule meetings, answer questions, and receive and relay information	Daily
Assistants to the VPs	Schedule meetings, coordinate projects	Daily
Other Universities	Answer questions re: programs; solicit info	Weekly
IITS	Request troubleshooting services	Weekly
Travel Desk	Research travel processing and claims status	Weekly
Mail Center	Mailing and shipping needs	Monthly
Facility Services	Service/Facility requests	Monthly
Procurement	To solicit information for requisition process	Monthly
Payroll	Absence reporting	Monthly
University Police	To have doors opened, emergencies	As needed
Fiscal Operations	Research status of payments to vendors	As needed
Shipping and Receiving	Request campus forms, paper, and other items	As needed
Telephone Services	Coordinate telephone equipment and service; troubleshooting	As needed
Vendors	To solicit info re: supplies, equipment & billing schedule	As needed
Risk Management	Foreign travel insurance; defensive driving; etc.	As needed
Event & Conference Services	Coordinate event needs; schedule location reservations, research projected costs	As needed

**PHYSICAL EFFORT:**

Check the appropriate box for each of the following items which most accurately describes the extent of the specific activity performed by this employee on a daily basis.

**PHYSICAL EFFORT**

	Number of hours/day				
	N/A	1-2	3-4	5-6	7+
1. Sitting				X	
2. Standing		X			
3. Walking		X			
4. Bending (neck)	X				
5. Bending (waist)	X				
6. Twisting (neck)	X				
7. Twisting (waist)	X				
8. Crawling	X				
9. Climbing	X				
10. Reaching (above shoulder)	X				
11. Reaching (below shoulder)	X				
12. Walking on uneven ground	X				
13. Crouching	X				
14. Kneeling	X				
15. Balancing	X				
16. Pushing or pulling	X				

	Number of hours/day				
	N/A	1-2	3-4	5-6	7+
17. Fine manipulation			X		
18. Simple grasping		X			
19. Power grasping	X				
20. Lifting or carrying					
A. 10 lbs or less		X			
B. 11 to 25 lbs	X				
C. 26 to 50 lbs	X				
D. 51 to 75 lbs	X				
E. 76 to 100 lbs	X				
F. Over 100 lbs	X				
21. Keyboard use				X	
22. Mouse use				X	
23. Repetitive use of hands/arms				X	
24. Repetitive use of legs/feet			X		
25. Eye/hand coordination			X		

- 26. Driving cars, trucks, forklifts and other equipment
- 27. Being around scientific equipment and machinery

Yes	No
	X
	X

**MENTAL EFFORT**

	Number of hours/day				
	N/A	1-2	3-4	5-6	7+
1. Directing others	X				
2. Writing		X			
3. Using math/calculations		X			
4. Talking		X			
5. Working at various tempos				X	
6. Concentrating amid distractions				X	
7. Remembering names			X		
8. Remembering details				X	
9. Making decisions	X				
10. Working rapidly			X		
11. Examining/observing details				X	
12. Discriminating colors	X				

**ENVIRONMENTAL FACTORS**

	Number of hours/day				
	N/A	1-2	3-4	5-6	7+
1. Inside					X
2. Outside		X			
3. Humid	X				
4. Hazards	X				
5. High places	X				
6. Hot	X				
7. Cold	X				
8. Dry	X				
9. Wet	X				
10. Extreme change of temp	X				
11. Dirty/dusty	X				
12. Exposure to gas, fumes or chemicals	X				
13. Odors	X				
14. Noisy			X		
15. Working w/others				X	
16. Working around others					X
17. Working alone		X			

## SIGNATURES

The last sheet for any staff position description should contain the signature sheet. Signatures will include the incumbent's signature (if applicable) or new employee; the supervisor's signature and all pertinent administrative personnel.

### Employee

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

### Appropriate Administrator (MPP)

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

### Dean/Department Head/Director/AVP (optional)

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_