

Classification and Qualification



STANDARDS

The California State University System

Administrative Support Coordinator

Class Codes 1033-1034-1035

Established 09/01/98

OVERVIEW:

Positions in this classification are distinguished by the administrative nature and scope of the support work performed and/or ongoing work coordination and/or lead responsibilities with notable accountability for the work results of support staff or unit administrative function. Administrative work is typically operational or procedural in nature relating to the program, office, or projects. Work is often of a project nature and may require specialized knowledge. Typically, positions in this classification are responsible for the full scope of project activities including initiation, execution, coordination, implementation, and evaluation. Positions in this classification may coordinate the office support for an entire academic, special program or administrative office, or for an administrative head to one of these offices.

Employees assigned to this classification are expected to use general office equipment and a full range of office support technology and systems including: one or more word processing and spreadsheet packages; use of a mainframe computer and on-line systems to enter data and generate reports; maintenance of desktop databases; and use of electronic and voice mail. Some positions may require the use of desktop publishing packages with graphics capabilities.

ENTRY QUALIFICATIONS:

Entry to this classification requires a fully functional knowledge of and skill in standard office procedures and practices, as well as an ability to understand and operate in a variety of organizational structures. Additionally, incumbents are expected to have a thorough knowledge of English grammar, spelling, and punctuation and be able to clearly communicate orally and in writing. Some positions may require a knowledge of business mathematics beyond basic arithmetic. The ability to use and quickly learn new office support technology systems and software packages is also a prerequisite.

These qualifications would normally be obtained through a high school program, technical/vocational program, or their equivalents combined with several years of related office work experience.

POSITION SKILL LEVELS:

POSITION SKILL LEVEL I

Typical nature of work assignments:

- ◆ Coordination of the clerical and administrative support functions for an academic, special program or administrative office, and/or performance of the full range of secretarial and administrative support functions for an individual administrative head or small to medium-sized group.
- ◆ Assignments and projects are varied and complex with longer work cycles. Administrative support projects often involve coordinating, prioritizing, and monitoring through their completion with accountability for end results and work performed by others.

Typical knowledge and skill requirements:

- ◆ Experience to be fully functional in all technical aspects of work assignments.
- ◆ Thorough, detailed knowledge of applicable university infrastructure, policies, and procedures.
- ◆ Thorough knowledge of English grammar, punctuation, and spelling.
- ◆ Thorough knowledge of office systems and ability to use a broader range of technology, systems, and packages.
- ◆ Ability to independently handle multiple work unit priorities and projects.

POSITION SKILL LEVEL I

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Typical nature of work assignments:

- ◆ Day-to-day work is performed independently under general supervision. Work is supervised in terms of overall accomplishments. Own priorities and often those of other support staff are regularly set.
- ◆ Common and unique problems are addressed using reasoning and judgment and to develop practical, thorough, and creative solutions.
- ◆ Often involved in planning and coordinating work in the unit and/or providing lead work direction and/or training and assistance to others.
- ◆ Work involves addressing a wide range of problems which requires interpreting policies and procedures and using ingenuity to put information together in new ways.
- ◆ Contacts involve coordinating and working with individuals at all levels within the organization, and may include providing training to all levels in standard office procedures.

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Typical knowledge and skill requirements:

- ◆ Ability to apply independently a wide variety of policies and procedures where specific guidelines may not exist.
- ◆ Working knowledge of budget policies and procedures.
- ◆ Ability to perform standard business math, such as calculate ratios and percentages, track financial data, and make simple projections.
- ◆ Ability to draft and compose correspondence and standard reports.
- ◆ Ability to handle effectively a broader range of interpersonal contacts, including those at a higher level and those sensitive in nature.

POSITION SKILL LEVEL II

Typical nature of work assignments:

- ◆ Coordination of entire clerical and administrative support functions and/or performance of secretarial and administrative work in a large/complex academic, administrative or program office, and/or in a higher level administrative office.
- ◆ Administrative work often involves evaluation and recommendations related to operational and procedural matters.
- ◆ Work is performed independently under general direction related to goals.
- ◆ Large scale, complex projects with broad, visible impact that involve coordination with other departments are planned and executed. Project needs are identified, detailed plans are outlined, projects are initiated and coordinated, and work is delegated. Project is coordinated through initiation, execution, coordination, implementation, and evaluation.
- ◆ Support staff and work unit priorities are usually set. Full accountability for work flow and completion of work for the assigned support staff.
- ◆ Lead work direction, training, and guidance to others are provided. Work may involve assistance with work unit staffing decisions and input to performance evaluations.
- ◆ Multiple work unit projects and priorities are handled.
- ◆ Independent decisions on day-to-day operations are made. Specialized policies and procedures are interpreted and applied.
- ◆ A broad range of operational and procedural office and administrative problems which may at times require research, analysis, and evaluation of information may need to be solved. Ingenuity in developing solutions is required.
- ◆ Typically, assignments will require interaction at the highest levels within and outside the university, often in sensitive interpersonal situations.

In addition to Position Skill Level I knowledge and skill requirements, work assignments typically require:

- ◆ Comprehensive and detailed knowledge of the university infrastructure, policies, and procedures.
- ◆ Thorough mastery of English grammar, punctuation, and spelling.
- ◆ Expertise in using office software packages, technology, and systems. May function as the office information technology specialist.
- ◆ Ability to interpret and apply policies and procedures independently, and use judgment and discretion to act when precedents do not exist.
- ◆ Ability to troubleshoot most office administration problems and respond to all inquiries and requests related to work area.
- ◆ Ability to understand problems from a broader perspective and anticipate the impact of office administration problems and solutions on other areas.
- ◆ Ability to analyze operational and procedural problems and develop, recommend, and evaluate proposed solutions.
- ◆ Ability to perform business math, analyze budgetary data, and make accurate projections requiring some inference.
- ◆ Ability to effectively write and present own reports.
- ◆ Ability to effectively handle interpersonal interactions at all levels and handle highly sensitive interpersonal situations.
- ◆ Ability to use negotiation and persuasion skills to achieve results and expedite projects.