

# Classification and Qualification



# STANDARDS

The California State University System

## Administrative Support Series

| Class Title                        | Class Codes    | Date Established |
|------------------------------------|----------------|------------------|
| Administrative Support Assistant   | 1030-1031-1032 | 09/01/98         |
| Administrative Support Coordinator | 1033-1034-1035 | 09/01/98         |

### INTRODUCTION:

The administrative support series is comprised of two progressive classifications focusing on general office support and coordination, and secretarial and administrative support work. Each classification has two position skill levels: Position Skill Level I and Position Skill Level II.

#### **Administrative Support Assistant -**

Positions in this classification perform the full range of clerical, secretarial, and general office support functions at varying levels of complexity. Projects are generally of limited to medium scope. At the higher skill level, positions may provide work direction or act as a lead to lower level staff and perform some limited administrative duties.

#### **Administrative Support Coordinator -**

Positions in this classification are distinguished by the administrative nature and scope of the support work performed, and often, ongoing work coordination and/or lead responsibilities with notable accountability for the work results of other support staff. The administrative work performed is usually operational and procedural in nature. Work is often project oriented involving the full scope of activities and accountability from planning, initiation, execution, and coordination to implementation and evaluation. Interpersonal contacts are varied and often at the higher level and tend to involve a broad range of problem solving activities.

### DISTINGUISHING FEATURES:

Work functions in this series focus on general office and administrative support and/or clerical, secretarial, operational, and/or procedure coordination. The examples of activities noted below cover the full range of work that is encompassed within the series. At the higher levels within the series, more substantial administrative support functions and coordination responsibilities are performed. In addition, some administratively related analytical work may be performed. Positions that are primarily analytical or strictly administrative in nature with a focus on programs and policies, and which require a professional foundation and substantial analytical judgment, are not appropriate for this series.

### CORE AREAS:

Positions classified within the administrative support series have varying levels of direct responsibility for supporting, contributing to, coordinating, and/or leading general clerical, secretarial, and administrative support to an academic program or administrative office that serves students, faculty, staff, and/or other university constituents. Typical work activities within the series fall into the following core functional areas:

**Office Support** - Performing standard clerical and secretarial work such as processing standard and electronic mail; preparing and composing correspondence, reports, and other documents; creating and maintaining standard and electronic records and files and recordkeeping systems; arranging meetings and events; making travel and other arrangements; ordering and maintaining supplies; troubleshooting office technology problems and systems; and performing other general office support and maintenance activities.

**Information Gathering and Analysis** - Maintaining, gathering, and analyzing data and information for various purposes including tracking, monitoring, coordinating and/or compiling department activities, programs, or events, budgets, and financial data; compiling and preparing various reports; and using and maintaining office support technology and systems such as word processing, desktop publishing, spreadsheets, and databases to produce results.

**Communication and Interaction with Others** - Interacting with a variety of campus and community constituents including: working with students, faculty, and staff to assist them or resolve problems; networking to build campus relationships to expedite work and projects; coordinating work and projects; and serving as a primary contact and/or resource to outside parties, such as vendors or government agencies, and/or to top level administrators.

**Administrative Support and Office Coordination** - Performing administrative duties in support of work unit operations and coordinating work activities including: setting up and maintaining office procedures related to a specific academic program or administrative office; developing documents involving the use of software features such as charts, tables and graphics; providing lead work direction and coordinating unit work flow; performing administrative duties and/or project work and coordination related to programs, policies, and procedures; organizing and arranging special events; and related activities.

**Academic Program Support** - Providing academic program support including: providing academic or program office coordination; tracking, monitoring, coordinating, and/or compiling department or program budgets; providing administrative support to faculty, such as assisting in program development and planning; responding to and/or directing student inquiries related to academic requirements; researching, troubleshooting, and resolving academic related problems for students and faculty; developing class and related schedules; and coordinating academic related projects such as program accreditation and grant applications.

#### **POSITION SKILL LEVELS:**

Two position skill levels are defined for each of the classifications within the series. Progression from one skill level to the next within a classification is referred to as an in-classification progression. Advancement from the Administrative Support Assistant classification to the Administrative Support Coordinator classification is a re-classification. The factors used to determine position skill level include:

- ◆ complexity, scope, and diversity of work
- ◆ level, type, and scope of knowledge and skills required to perform work
- ◆ autonomy exercised and level of supervision received in performing work
- ◆ overall accountability for work results
- ◆ level of judgment and discretion applied in performing work
- ◆ level of problem solving and related thinking skills required to perform work
- ◆ level of ingenuity and creativity exercised
- ◆ level and diversity of contacts and interactive capabilities required

A position is placed at a skill level based on where the majority and/or critical position skill requirements fall in relation to the position skill level definitions. Position responsibilities and their associated skill requirements are defined by management. It is important to note that the position skill level definitions do not delineate entry requirements at each level, but are composites of the typical position at each level. Entry qualifications are defined for each of the two classifications in the series. Further progression within each classification and the series depends first, on the need for a position at that skill level, second, on the requirements of the work, and third, on an employee's demonstrated and applied skills and abilities.