



# POSITION DESCRIPTION

**Department:** Student Affairs Division

**Position Reports To:** Office Manager for VPSA/Moses Maddox

**Working Title:** Veterans Benefit Support Specialist: Black Student Center

**PURPOSE OF POSITION:**

This position will provide primary reception, administrative, and operations support for the Office Manager of VPSA and general reception support to the Vice President of Student Affairs (VPSA) suite which includes the Associate Vice President for Student Engagement & Equity, and Title IX Coordinator and the Associate Vice President for Student Academic Support Services (AVP - SASS). This individual will assist with coordination of administrative projects at varying levels, this individual will also provide immediate assistance to veteran’s needs. This position works under the general direction of the Office Manager of VPSA and is a VA Work-study position.

**MAJOR RESPONSIBILITIES:**

	<u>% of Time</u>
Reception/Administrative Support for VPSA office suite	80%
Project Coordination for Office Manager	20%

**LIST OF TASKS FOR EACH MAJOR RESPONSIBILITY:**

**1. Reception/Administrative Support for VPSA Office Suite**

- Open and distribute mail for the office suite.
- Coordinate appropriate administrative coverage for the VPSA suite in the absence of the VPSA Office manager.
- Work collaboratively with the VPSA suite staff to promote an atmosphere of cooperation and teamwork.
- Greet and welcome visitors and make appropriate referrals.
- Answer phone inquiries and make appropriate transfer.
- Provide professional service delivery to all constituents ensuring a highly positive experience for all who engage the office in person, via phone and online.
- Collaborate with identified suite colleagues to provide back-up office coverage.
- Respond sensitively and courteously, often using independent judgment, to a variety of issues and concerns by phone or in person, assisting all clients with accurate information dissemination and appropriate referrals. Respond accurately and courteously to written and oral requests for information from staff, faculty, administrators and visitors.
- Assist the Office Manager in maintaining assigned websites and create new website content with appropriate links and supporting documents. Update on a regular basis.
- Handle sensitive and confidential information for the suite. Ensure confidentiality within the VPSA suite and work within the guidelines of the Federal Educational Rights and Privacy Act (FERPA) to ensure confidentiality for students. Uphold confidentiality in all personnel and office team related matters.
- Work collaboratively with the VPSA suite staff to promote an atmosphere of cooperation and teamwork, providing support outside identified duties when needed.

**2. Project Coordination for the Office Manager of VPSA**

- Provide project coordination to support the Office Manager and VPSA. This includes, but is not limited to:
  - Assisting with facilities and logistics for meetings, events, conferences, seminars and retreats.
  - Notifying attendees of time, place and agenda.
- Immediately triage any veteran need
- Participate in ongoing training and professional development programs and activities as appropriate.
- Participate in Student Affairs area and division meetings/retreats as required.
- Assist with special projects as assigned.

## **REQUIREMENTS OF POSITION:**

### **1. List education and experience required**

- Two years of progressive administrative support experience and responsibilities giving knowledge of office methods, procedures, and practices; or an equivalent combination of education and experience.
- At least 3 semesters left at CSUSM
- Must be utilizing VA Education Benefits

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

- Ability to provide exemplary customer service, both in person and over the telephone.
- Demonstrated ability to prioritize and administer multiple projects simultaneously; follow through on issues in a timely manner.
- Excellent verbal communications skills and ability to present efficiently to a variety of external and internal audiences at every level.
- Excellent written communications skills and demonstrated ability to produce error-free communications.
- Excellent editing skills with a thorough mastery of English grammar, spelling, punctuation and proofreading.
- Thorough knowledge of office methods, procedures and practices with emphasis on technology-based systems and procedures.
- Ability to use tact and sound judgment in responding to requests for information and/or interpretations of actions taken or policies and practices implemented.
- 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.
- Thorough knowledge of applicable university infrastructure, policies and procedures.
- Ability to work as an effective member of a highly functioning team with a commitment to positive communication and conflict resolution among colleagues.
- Ability to work independently on multiple projects simultaneously while meeting deadlines in a fast paced environment. Prior experience coordinating multiple tasks and priorities is preferred.
- Must possess initiative indicative of a self-starter, maintain high energy and flexibility.
- Comprehensive and detailed knowledge of higher education organizational structure and functions *preferred*.
- Demonstrated experience in the use of office software such as MS Office, including Word, Excel, PowerPoint, and Outlook.
- Thorough knowledge of English grammar, spelling and punctuation.
- Ability to apply independently a wide variety of policies and procedures where specific guidelines may not exist.
- Ability to draft and compose correspondence and standard reports.
- Experience coordinating logistics for programs and/or special events.
- Ability to effectively handle interpersonal interactions at all levels in the organization and handle highly sensitive and confidential situations and information.

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

- |                    |   |
|--------------------|---|
| • Computer         | To prepare reports and correspondence, manage websites, and email |
| • Phone/voice mail | To communicate with various constituents                          |
| • Copier           | To prepare documents  |
| • Fax machine      | To send information as needed                                     |
| • Paper shredder   | To maintain confidentiality of records/documents                  |

### **4. Unique working conditions**

- Constant office interactions with students and colleagues at multiple levels within the university structure
- Noise

- Daily computer use

**5. Other Employment Requirements**

- 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.
- 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.
- Must participate in required campus trainings including, but not limited to, Information Security Awareness Training and Sexual Violence Prevention (Title IX) training.

**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.

BSC	Reception duties	Daily
BSC suite staff	To assist with daily operations of BSC suite	Daily
Student Affairs Units	To resolve student referrals, including Veterans	As needed
College Associate Deans	To resolve student referrals	As needed
Accounts Payable	To process payments	As needed
Vendors	To purchase materials & supplies	As needed
Payroll	To solicit information regarding payroll	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.

Number of hours/day  
N/A 1-2 3-4 5-6 7+

1. Sitting			X	
2. Standing	X			
3. Walking	X			
4. Bending Over	X			
5. Crawling	X			
6. Climbing	X			
7. Reaching overhead	X			
8. Crouching	X			
9. Kneeling	X			
10. Balancing	X			
11. Pushing or pulling	X			

- 16. Driving cars, trucks, forklifts and other equipment
- 17. Being around scientific equipment and machinery
- 18. Walking on uneven ground

Number of hours/day  
N/A 1-2 3-4 5-6 7+

12. Lifting or carrying	X			
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			
13. Repetitive use of hands/arms			X	
14. Repetitive use of legs	X			
15. Eye/hand coordination	X			

Yes	No
	X
	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. Change of temp	X			
11. Dirty	X			
12. Dusty	X			
13. Odors	X			
14. Noisy			X	
15. Working w/others				X
16. Working around others				X
17. Working alone	X			