Position Title: SSE ADVISING CENTER/CREDENTIAL COORDINATOR (Administrative Support Coordinator I)

Recruitment #: #2174

Full/Part-Time: Full-Time

Employment Type: Permanent

Bargaining Unit: R07

Salary: $2,846 - $4,711 per month Non-Exempt

Department: Advising Center, School of Social Sciences & Education (SSE)

Available: Immediately

Special Conditions: Background/ Fingerprint Typing Certificate (45 NWPM), see required qualifications

Sensitive Position: Yes

Posted: July 20, 2017

Closing Date: August 4, 2017

Positions are open to all interested applicants, both on and off campus, unless this is an on-campus only recruitment.

APPLICATION PACKET REQUIREMENTS
This position requires (including those on campus) submission of:
• A standard CSU, Bakersfield job application (download at: http://www.csub.edu/bas/hr/EmployRecruit/Job%20Status%20Inquiry/index.html)
• Names of three professional references
• Copy of degree/transcripts/typing certificate, if required
• Brief description of how you are qualified for this position by virtue of your interest, aptitude, education and experience required.

The Credential and SSE Advising Office serves students, staff, and the community by providing assistance and information to several programs within the School of Social Sciences and Education. The Administrative Support Coordinator, under the direct supervision of the Advising Coordinator and Credential Analyst, is responsible for assisting the SSE Advising Center and Credentials Office with day to day operational needs.

DUTIES: Under general direction of the Social Science & Education (SSE) Advising Center Coordinator and Credential Analyst, the incumbent will perform a wide variety of complex and administrative support functions. Duties and responsibilities include but are not limited to the following: meet and greet visitors to the Credentials & SSE Advising Center in a professional & courteous manner. Competently provide accurate information regarding SSE undergraduate, graduate, and credential programs; including course offerings, general requirements; and appropriately making referrals to the faculty and staff of the department, campus, or community agency. Communicate and interpret procedures and policies to others as necessary; maintain accurate accounting records

California State University, Bakersfield is committed to Equal Employment Opportunity. Applicants will be considered without regard to gender, race, age, color, religion, national origin, sexual orientation, genetic information, marital status, disability or covered veteran status.
and deposits of credential services fees in conjunction with CSUB Accounting Office; regularly set and manage multiple work priorities for self; receiving telephone calls, filing and typing, data base maintenance; ordering and maintaining office supplies/materials, log in and process student petitions and forms including running transcripts; run PeopleSoft queries; schedule all student appointments; assist with travel arrangements; 25Live reservations; work orders; process student hire forms and timesheets for the office and SSE Tutoring Center; input student data into Gradesfirst system; use Hobsons Retains to send information to SSE students; and maintain the Credentials & SSE Advising Center webpage. Provide general support for all staff; maintain department budget; take notes and prepare meeting minutes; prepare materials for outreach events; prepares newsletters, publications, copying and mail distribution; and correspondence related to SSE degree & credential programs; during spring commencements, all SSE staff members are expected to work and assist the Commencement Coordinator with assigned duties. Perform other related duties as assigned. This position may require occasional evening and Saturday work.

REQUIRED QUALIFICATIONS: Requires equivalent to a high school diploma and four years of recent (within three years), progressively responsible administrative support experience. Must be computer literate and competent in use of office software, Microsoft Word and Excel, email software, and calendar software in a PC/Mac environment. Must be proficient in the use of office machines and have knowledge of office procedures and be able to learn quickly. Must have the demonstrated ability and experience to perform the required duties.

- Typing Certificate 45 NWPM (attach copy of recent typing certificate to employment application – within 2 years – internet certificates not accepted).
- Demonstrate customer service experience requiring a very high level of diplomacy and professionalism.
- Ability to use tact and diplomacy to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.
- Ability to initiate, establish, and foster communication and teamwork by maintaining a positive, cooperative, productive work atmosphere in the University with the ability to establish and maintain effective working relationships within a diverse population and with those from various cultural backgrounds.
- Excellent communication skills: ability to effectively communicate information in a clear and understandable manner, both verbally and in writing.
- Thorough knowledge of English grammar, spelling and punctuation.
- Working knowledge of budget policies and procedures.
- Ability to perform standard business math, such as calculate ratios and percentages, and make simple projections.
- Ability to draft and compose correspondence and standard reports.
- Ability to interpret, communicate and apply policies and procedures.
- Demonstrated ability to maintain a high degree of confidentiality.
- Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
- Excellent computer skills and proficiency with a variety of computer applications including word-processing, spreadsheets, databases, on-line systems, and collaborative calendaring and email software.
- Working knowledge of or ability to quickly learn University infrastructure, academic and administrative structure, policies and procedures.
- Knowledge and competence in Microsoft Word, Excel, and PowerPoint.
- Regular and reliable attendance is required.

PREFERRED QUALIFICATIONS:
- Experience in PeopleSoft Student Administration System.
- Experience working in a higher education setting.

SCREENING: Only those applicants possessing experience most directly related to the immediate needs of the office will be invited to appear before a Qualifications Appraisal Board for the purpose of appraising training, experience and interest in the position.

CALIFORNIA STATE UNIVERSITY EMPLOYEES UNION: It shall be the policy of the CSU in filling vacant CSUEU bargaining Units 2, 5, 7 & 9 positions to fill such vacancies from among qualified individuals currently employed on-campus except when it is determined that it is necessary to appoint outside applicants to meet campus workforce diversity goals or to provide specialized skills and abilities that are not available from current employees.

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BACKGROUND CHECK: A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position with the CSU. 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.

SENSITIVE POSITION: Sensitive positions are designated by the CSU as requiring heightened scrutiny of individuals holding the position, based on potential for harm to children, concerns for the safety and security of the people, animals, or property, or heightened risk of financial loss to the CSU or individuals in the university community.

MANDATED REPORTER: 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.

GENERAL INFORMATION: It is the policy of California State University; Bakersfield to hire only United States citizens and aliens lawfully authorized to work in the United States. All new employees will be required to present documentation verifying their right to accept employment. You will also be requested to present a social security card at the time of initial appointment in compliance with state payroll regulations. State regulations require that every state employee sign the Oath of Allegiance prior to commencing the duties of his/her State employment, except legally employed non-citizens. These individuals are required to sign the Declaration of Permission to Work.

APPLICATION PROCEDURE: Official California State University, Bakersfield application forms must be completed in full and received in the Human Resources Office by 5:00 p.m. on/or postmarked by the specified closing date, unless otherwise indicated. Resumes are welcomed but will not be accepted in place of the official application. E-mailed or faxed applications or resumes will also not be accepted.

Applications are available outside the Office of Human Resources and may be downloaded from the Human Resources website. Candidates who reside outside the city of Bakersfield may contact the Office of Human Resources and request that an application be mailed to their residence. It takes a minimum of 4-6 weeks from the closing date for a position to be filled.

To check the status of your application, go to the Human Resources’ Job Opening/Status Inquiry page at [http://www.csub.edu/bas/hr/EmployRecruit/Job%20Status%20Inquiry/index.html](http://www.csub.edu/bas/hr/EmployRecruit/Job%20Status%20Inquiry/index.html) and click on the “Job Status” icon link. **Applicants will not receive individual notifications.** Upon submission, all application materials become the exclusive property of California State University, Bakersfield and will not be copied or returned.