University Staff Position Description Form
Office of Human Resources

This description will be used as the basis for determining classification/skill level and will be maintained as an official record of the duties assigned to this position. Employee participation in the completion of this document is encouraged; however, the appointing authority and supervisor are accountable for establishing the assignment and ensuring the accuracy of this information.

FOR HUMAN RESOURCES USE ONLY:

<table>
<thead>
<tr>
<th>APPROVED CLASSIFICATION</th>
<th>CLASS CODE</th>
<th>APP. BY AA</th>
<th>APP. BY C&amp;C</th>
<th>DATE</th>
<th>THIS COPY TO</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASCI</td>
<td>1035</td>
<td>CSU</td>
<td></td>
<td>10-8-13</td>
<td></td>
</tr>
</tbody>
</table>

1. POSITION INFORMATION

Employee: Jane Advisor
Department: School of Engineering

Current Classification: ASCI

Working Title: Student Advising Assistant

Time Base: ☑ F.T. ☐ P.T. ☐ % ☐ Other

FLSA Status: ☑ EX ☑ NE

Positions Directly Supervised By This Employee:

Classification: Student Assistants
Qty: 3

Name & Title of Supervisor: Herky Hornet, Director

Name of Appropriate Administrator: Herky Hornet, Director

2. PRIMARY ACTION BEING REQUESTED (Select One)

☐ Job Posting: ☐ New Position ☐ Replacement Position, former incumbent:

☐ Classification Review Request: ☐ Employee-initiated ☐ Management-initiated ☐ CSU/HR-initiated Request move from current classification/skill level to:

☐ Temporary Reassignment/Temporary Reclassification:

From (classification):
To (classification):

Effective Date: ____________________________ End Date: ____________________________

☐ Update Position Description Only: Effective Date: ____________________________

3. SIGNATURES

Signatures denote that this position description is an accurate statement of the duties and responsibilities assigned to this position. 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.

Employee: ____________________________ Date: ____________________________

Supervisor: ____________________________ Date: ____________________________

Appropriate Administrator: ____________________________ Date: ____________________________

Rev. 03/2013
4. MINIMUM QUALIFICATIONS

Please list only the Minimum Qualifications of the appropriate classification standards for this position. (Depending on the classification, this may be shown in the classification standards as Minimum Qualifications, Entry Qualifications, or Typical Qualifications. Classification standards can be found at http://www.calstate.edu/HRAdm/Classification/index.shtml.)

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 entry 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.

<table>
<thead>
<tr>
<th>List ONLY the Minimum Qualifications from the appropriate Classification Standards for this position.</th>
</tr>
</thead>
</table>

Special Conditions of Employment:

Required to be appointed into the position and/or perform the duties of the position:

- Valid driver’s license and maintenance of good driving record, for occasional driving per the Essential Functions of the position.
- Successful completion of a criminal background check.

5. KNOWLEDGE, SKILLS, ABILITIES, AND EXPERIENCE

Please list any knowledge, skills, abilities, and experience for this position.

**Required:** Must be comparable to the Minimum Qualifications, appropriate to the skill level of the position, and would allow an incumbent to satisfactorily perform the Essential Functions of the position.

**Preferred:** List any desirable qualifications beyond the Minimum Qualifications and those that are Required that would enhance an incumbent’s ability to perform the work of the position (e.g., additional years of experience, advanced education, certification and/or specialized training).

**Required:**

Knowledge, Skills and Abilities (KSA):

- Working knowledge of the department organization, methods and procedures. \{A1, B1, C1, D1\}
- Working knowledge of department academic programs and requirements, including graduation requirements. \{A1, A2, B1, B2, B3\}
- Working knowledge of campuswide student support service programs and extra-curricular opportunities. \{B1, B2, B3, C1, C2, C3\}
- Ability to understand, interpret, apply and effectively communicate information about department academic programs, graduation requirements, and policies and procedures. \{A1, A2, B1, B2, B3\}

Use HR Background Check Worksheet to determine if position is deemed “sensitive” and requires a background check. See Employment Services, Staff Employment for more information:

http://www.csus.edu/hr/departments/employment%20services/staff%20employment.html

Reference Section 8 of position description.

<table>
<thead>
<tr>
<th>Knowledge, Skills and Abilities that are required to perform the essential functions of the position are indicated by A,B,C,D keys.</th>
</tr>
</thead>
</table>
- Ability to establish and maintain effective working relationships with students, faculty, staff and student organizations. Experience working with diverse a multi-cultural population. \{A1, B3, C3, D1\}

- Ability to maintain confidentiality related to department and student records according to applicable laws and regulations. \{A1, D1, D2, D3\}

- Thorough working knowledge of standard office systems and applications including word processing, spreadsheets and applications for maintaining web pages. \{B2, D1, D2, D3\}

- Skill in organizing material and information in a systematic way to optimize understanding and efficiency. \{D1, D2, D3\}

- Ability to use basic statistics to compile, analyze and report on department operations. Ability to prepare reports and use judgment in selecting information for inclusion. \{D2, D3\}

Education/Experience

- High school program, technical/vocational program, or their equivalents combined with several years of related office work experience.

Preferred:

- A bachelor’s degree in a related field.
- Experience working with Dreamweaver.
- Previous experience working in an academic office.

**Must be comparable to the Minimum Qualification of the classification standard.**

6. CHANGE IN DUTIES (Do not complete this section if you are requesting a job posting for a NEW position.)

If duties have been added since the last time this position was reviewed by Human Resources, please list them below including time percentages for each function/duty (as a % of total time spent performing all duties) and when the duties were added. If duties have been removed, please list those as well.

<table>
<thead>
<tr>
<th>Change in Duties</th>
<th>Time %</th>
<th>Date Changed</th>
</tr>
</thead>
</table>

6a. Who previously performed the added duties?

6b. If the added duties replace other assignments, what will happen to the duties that were removed? (List other positions affected and summarize impact, if possible.)
7. POSITION SUMMARY

Provide a few short, specific statements, which outline the purpose of the job.

The Student Advising Assistant provides ongoing guidance and support to students in terms of understanding academic and major requirements and student support and services programs available to them. In addition, the position provides administrative and technical support to the recruitment, advising and academic functions of the department.

The summary should give a brief overview (purpose) of the position. Summary is not all-inclusive.

8. ESSENTIAL FUNCTIONS OF THE POSITION

Describe each major responsibility assigned to this position and indicate the percentage of time devoted to each function, as well as the frequency in which each function is performed.

Essential Functions and Marginal Functions should have a combined total of 100% of Time.

<table>
<thead>
<tr>
<th>% of Time</th>
<th>Frequency (daily, weekly, monthly, etc.)</th>
<th>Essential Functions Only (List in order of importance)</th>
</tr>
</thead>
<tbody>
<tr>
<td>30%</td>
<td>Daily/Weekly</td>
<td>Student Advising Support</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Work with students to identify academic and course requirements for their major, including the sequencing of course offerings and guidance on planning course selections and appropriate substitutions for each academic year. {A1}</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Interpret information outlined in the course catalog in response to student inquiries. {A2}</td>
</tr>
<tr>
<td>20%</td>
<td>Daily/Weekly</td>
<td>Student Recruitment and Advising Events</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Coordinate the department’s participation in student recruitment and advising events. Assemble student recruitment and advising materials, including web-based information. {B1}</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Participate in the development of recruitment and advising materials. {B2}</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Participate in student recruitment and advising events answering questions related to department academic majors and programs. {B3}</td>
</tr>
<tr>
<td>20%</td>
<td>Daily/Weekly</td>
<td>Student Services Support</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Respond to student inquiries regarding the full range of student services, curricular and extra-curricular offerings. {C1}</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Encourage students to participate in campus and program activities related to their areas of interest. {C2}</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Assess student needs and refer them to the appropriate campus offices and/or services to assist them in solving academic or other campus related problems. {C3}</td>
</tr>
</tbody>
</table>

A,B,C,D keys are Knowledge, Skills and Abilities that pertain to the essential functions of the position. Reference Section 5 of position description.

Duties listed in order of importance.

Functions are organized by major categories.

Percentage (%) of time and Frequency spent on performing the functions of the position. Duties listed in order of importance.
25% Daily/Weekly

Administrative and Technical Support
- Coordinate department’s student advising administrative support functions including providing direction to student assistants providing clerical support. {D1}
- Compile and analyze data related to academic programs, majors and class enrollment and prepare written reports. {D2}
- Organizes, maintains and ensures security of department academic and advising. {D3}

Duty statements should answer: what is done, how it is done, and if possible, why it is done.
Instructions on how a particular responsibility should be carried out should be in the department’s standard operating procedures, not the employee’s job description.

9. MARGINAL FUNCTIONS OF THE POSITION

Describe each non-essential duty assigned to this position and indicate the percentage of time devoted to each function, as well as the frequency in which each function is performed.

Essential Functions and Marginal Functions should have a combined total of 100% of Time.

<table>
<thead>
<tr>
<th>% of Time</th>
<th>Frequency (daily, weekly, monthly, etc.)</th>
<th>Marginal Functions Only (List in order of importance)</th>
</tr>
</thead>
</table>
| 5%        | DWM                                      | Other duties
|           |                                          | Other duties as assigned.                             |

Marginal Functions are non-essential, minimal, or incidental duties that could be removed without fundamentally altering the purpose of the position. Should be no more than 5%.

NOTE: Essential Functions and Marginal Functions should have a combined 100% time.

10. ADDITIONAL INFORMATION

To enable appropriate classification determination, please elaborate on the information provided in the previous sections by completing the section below.

10a. Nature and Scope of Authority: Identify the kinds of decisions made, judgment required, freedom to act, and supervision received (i.e., direct or general). Also indicate if position acts as a lead or supervises others, and explain.

Under general supervision, the incumbent works independently on operational and/or procedural assignments that are within established goals and procedures. Exercises technical control over daily work. Position assigns and coordinates the clerical work performed by department student assistants.

10b. Problem Solving: Types of problems encountered; issues, concerns addressed; types of problems incumbent required to refer to supervisor or others.

The Student Advising Assistant advises, investigates, problem-solves, and resolves questions and issues from current, previous and future students, parents, the visiting public, and the University community. Incumbent provides assistance to the general public and students with an understanding of Federal, State, CSU System and University policies and procedures, general information related to admissions, course requirements and course selections. The Student Advising Assistant appropriately refer requests or issues outside the scope of their area to the Service Lead or Service Coordinator (or other appropriate administrator) for resolution.
10c. **Contacts On- and Off-Campus:** Purpose and nature of working relationships with on- and off-campus contacts.

As needed, the Student Advising Assistant works with the Admissions Office, faculty, students and other stakeholders to help resolve student problems and provide referral services as needed.

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**11. ADA REQUIREMENTS – MUST BE COMPLETED**

To comply with the Americans with Disabilities Act (ADA) of 1990, which prohibits discrimination against qualified individuals on the basis of disability, it is necessary to specify the physical, mental, and environmental conditions of the Essential Functions of the job (with or without a reasonable accommodation).

Use these codes to complete the section below: **F** (frequently), **O** (occasionally), **N** (not at all). Do **not** use “X.”

<table>
<thead>
<tr>
<th>PHYSICAL</th>
<th>MENTAL</th>
<th>ENVIRONMENTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>F Sit</td>
<td>F Direct others</td>
<td>N Is exposed to excessive noise</td>
</tr>
<tr>
<td>F Stand</td>
<td>F Concentrate</td>
<td>N Is around moving machinery</td>
</tr>
<tr>
<td>O Walk</td>
<td>F Analyze</td>
<td>N Is exposed to marked changes in temperature and/or humidity</td>
</tr>
<tr>
<td>F Have mobility</td>
<td>F Use reason/logic</td>
<td>N Is exposed to dust, fumes, gases, radiation, microwave (circle)</td>
</tr>
<tr>
<td>O Bend</td>
<td>F Demonstrate recall</td>
<td>N Works in confined quarters</td>
</tr>
<tr>
<td>O Climb</td>
<td>F Make decisions</td>
<td>N Works in high places</td>
</tr>
<tr>
<td>F Reach</td>
<td>F Works rapidly</td>
<td>Other:</td>
</tr>
<tr>
<td>O Kneel</td>
<td>F Handle multiple tasks/priorities</td>
<td>Other:</td>
</tr>
<tr>
<td>F Push/Pull</td>
<td>F Tolerate variety</td>
<td>Other:</td>
</tr>
<tr>
<td>F Have gross hand coordination</td>
<td>F Work with others</td>
<td>Other:</td>
</tr>
<tr>
<td>F Have fine hand coordination</td>
<td>Other:</td>
<td>Other:</td>
</tr>
</tbody>
</table>

**Physical Requirement:** Position description must identify the physical requirements that are necessary to perform the essential functions of the position.

**Mental:** Mental requirements are the mental abilities that are required to perform the essential functions of the position.

**Environmental:** Environmental working conditions describe the physical environment where the work is performed and lists any adverse, hazardous, or unpleasant conditions.

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**12. FOR INFORMATION TECHNOLOGY POSITIONS ONLY:**

**PROJECT COORDINATION/LEAD RESPONSIBILITIES**

Describe on-going project coordination and/or lead responsibilities, if any, including the number and type of positions for which lead direction is provided. Any projects or accountabilities of a temporary nature must include duration of assignment.
**TECHNOLOGY USAGE**

Please list the type of computer and/or technology systems used by this position to perform the work, as well as the associated operating systems, software, and applications used.

<table>
<thead>
<tr>
<th>Hardware Type</th>
<th>Software Applications Used</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>