**P O S I T I O N D E S C R I P T I O N**

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| Department: |  |
| Classification Title: |  |
| Working Title: |  |
| FLSA Status:  | [ ]  Non-Exempt [ ]  Exempt |
| Incumbent: |  |

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| **Position Summary** |

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| **Duties and Responsibilities** |

The following examples illustrate typical work activities and are not meant to be all inclusive or restrictive:

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| **Essential Job Functions** | **Daily 90%** |
| 1. Essential functions are the basic responsibilities for the role; limit this section to only the most essential responsibilities (no more than 8-12)
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| **Related Job Functions**  | **As Needed 10%** |

1. Perform other job-related duties and special projects as assigned
2. Maintain currency in the knowledge and skills necessary to facilitate industry-leading solutions

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| **Required Education, Experience, and Credentials** |

Education and Experience:

Licenses, Certificates, Credentials:

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| **Required Skills, Knowledge, and Abilities** |

**INSERT THE FOLLOWING RECOMMENDED SKAs AS APPROPRIATE (Limit your SKAs to no more than 8-12):**

1. Demonstrated customer service experience requiring a very high level of diplomacy and professionalism.
2. 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.
3. Ability to initiate, establish, and foster communication and teamwork by maintaining a positive, cooperative, productive work atmosphere in and outside the University with the ability to establish and maintain effective working relationships within a diverse population and with those from various cultural backgrounds.
4. Excellent communication skills; ability to effectively communicate information in a clear and understandable manner, both verbally and in writing.
5. Thorough knowledge of English grammar, spelling and punctuation.
6. Ability to interpret, communicate and apply policies and procedures.
7. Demonstrated ability to maintain a high degree of confidentiality.
8. Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
9. Excellent computer skills and proficiency with a variety of computer applications including word-processing, spreadsheets, databases, on-line systems, Internet as well as online calendaring and email.
10. Working knowledge of or ability to quickly learn University infrastructure, policies and procedures.

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| **Preferred Skills and Experience** |

**INSERT THE FOLLOWING RECOMMENDED SKAs AS APPROPRIATE:**

* Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.

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| **Special Conditions** |

* Must be willing to travel and attend training programs off-site for occasional professional development.
* Must be able to work overtime, occasional holidays, and adjust working hours to meet special jobs. May be called back periodically to perform work as needed on an emergency basis.
* 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.
* Must be able to successfully pass a pre-employment background/fingerprint check.
* **INSERT FOR MPP AND CASH HANDLING POSITIONS:** This position is a "designated position" in the California State University's Conflict of Interest Code. The successful candidate accepting this position is required to file Conflict of Interest forms subject to the regulations of the Fair Political Practices Commission.
* **INSERT FOR FULL-TIME MPP EMPLOYEE POSITIONS:** Full-time MPP employees are required to disclose outside employment at time of hire or within 30 days of taking additional outside employment subsequent to time of hire.
* **INSERT FOR NON-EXEMPT POSITIONS:** This position classification has been defined as non-exempt and is subject to overtime provisions of the Fair Labor Standards Act (FLSA).
* **INSERT FOR EXEMPT POSITIONS:** This position classification has been defined as "Exempt" and is not subject to the overtime provisions of the Fair Labor Standards Act (FLSA).
* **INSERT FOR PAY PLAN POSITIONS**: This position is paid under the 10/12 OR 11/12 pay plan, where salary for 10 months or 11 months is distributed over 12 months with **INSERT MONTH(S)** off (with pay, benefits, and vacation/sick leave accrual continuing through months off).

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| **INCUMBENT:** I have read this position description and understand its contents. |
|  |
| INCUMBENT NAME | SIGNATURE | DATE |

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| **SUPERVISOR:** I certify that all statements on this form are complete and accurate. |
|  |  |  |  |
| Immediate Supervisor name and title | Signature | Date |
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| **DEPARTMENT HEAD:** I certify that all statements on this form are complete and accurate. |
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| department HEAD name and title | Signature | Date |

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| **HUMAN RESOURCES USE ONLY** |
| Employee ID#: |  | REQUEST FOR: | CLASSIFICATION INFORMATION |
| Position Number:  |  |  [ ]  Update Review for File | Classification Title:  |  |
| FTE:  |  |  [ ]  Classification Review | Class Code/Range: |  |
| [ ]  Permanent |  |  [ ]  New Position Recruitment | CBID: |  |
| [ ]  Temporary |  |  [ ]  Replacement Recruitment | MPP Job Code:  |  |
| [ ]  COI Position |  |  | Classifier Initials: |  |
| Recruitment Number:  |  |  | Date:  |  |