

**MT. SAN ANTONIO COLLEGE****Human Resources****REQUEST TO FILL - STAFF and ADMINISTRATIVE POSITIONS**

**\*\*This form is used to gain approval prior to recruiting for a position.**

**Instructions for completing this form are located on the back.**Position: Administrative Specialist I (Student Center)Department: Dean of Student ServicesTime (FTE): 1.0 Term (months/year): 12 monthsWork Schedule (Days, Hours): Mon-Fri: 7:30am-4:30pmSalary Schedule (Range): A-69

Background and Rationale (use back of form if additional space is needed): This position will provide coverage of the C-Counter and assist students/guests who utilize the resource area located on the second floor of the new Student Center. Additional duties will include providing general administrative support for first and second floor functions that are not related to Student Life or Associated Students, and assist the Student Center Coordinator.

Please list any changes in the budgeted position as described above (i.e., title, time, term, etc.).

Please list the Account Number(s) and Budget Amount(s) that is/are being used **to fund** this Position. **This section MUST be completed in order to provide budget for the position.**

Account Number(s): 11000-520000-211000-649000-2100 100 % Amount \$ \$96,579Account Number(s): \_\_\_\_\_ % Amount \$ ~~94,000~~

**Funding:** (check all that apply) ☒ General Fund Unrestricted ☐ Restricted Funds ☐ Categorical ☐ Grant ☐ Temporary  
☐ Annual renewal of this position is contingent upon the College's receipt of continued funding

Duration (if grant/temporary funded): Beginning date: \_\_\_\_\_ End date: \_\_\_\_\_

Comments: Funded by NRA 14; approved by President's Cabinet on 8/18/22**Signatures:**

1. Requesting Manager Signature

Thomas G. Mauch

Date

1/25/2023

4. Human Resources Signature

Gokhary2/22/2023

Date

2. Division Vice President Signature

Marisa Zugmohr

Date

02/16/23

5. Vice President, Human Resources

2/23/2023

Date

3. Chief Compliance/Budget Officer Signature

Date

☒ Funding available ☐ Funding not availablePosition Number: CA9203 Contract Number: 213272

Comments: \_\_\_\_\_

**Reviewed by President's Cabinet, the following action was taken on the above request:**☒ Approved to fill immediately☐ Denied☐ ModifiedIf position **does not have funding**, provide funding directions: \_\_\_\_\_

Rationale: \_\_\_\_\_

6. Signature of President/CEO

William J. Smoggin  
February 28, 2023

Date

2022-23 NEW RESOURCE ALLOCATION REQUESTS - PRIORITIZED SUMMARY

(For requests that have been approved for funding, please provide documentation to support amount requested, such as price quotes from vendor, copy of catalog, etc.)

TEAM: STUDENT SERVICES DIVISION

| Priority Number        | Department /  | Department-Orig/<br>Department's Contact | Description                                                                                         | To Be Completed By Departments<br>Justification of Need                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | One-time   | Ongoing    | Total Requested | Strategic Goals |
|------------------------|---------------|------------------------------------------|-----------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|------------|-----------------|-----------------|
| Arise                  | Arise         | Aida Cuenza-Uvas                         | Student Services Program Specialist II (A-79)                                                       | The funding requested provides a baseline for staffing needs and the discretionary funds to facilitate the continuance of programmatic activities initially established through the two previous federal grant awards, the current of which ends on September 30, 2022. The Student Services Program Specialist II plays a key role in the daily operations and visibility of the program. The discretionary funds provide on-going support for hourly staffing that include adjunct counseling and peer mentors to support student engagement and academic planning. Program activities are designed to promote student leadership development, milestones recognition, student development via taking circles, workshops, the APAHE conference, Digital Storytelling Project, educational fieldtrips that focus on Asian Pacific Islander Desi American (APIDA) socio-historical experiences, and family/community engagement events. Collectively, the program tracks students' progression toward completion, provides opportunities for holistic student development that are also culturally-relevant, and celebrates the academic achievements of students. The Arise Program seeks to expand its visibility among the surrounding community, especially to increase knowledge and access among underserved APIDA communities. This request for institutionalization contributes to the college's goals to diversify enrollment growth and supports the restructuring of the program as part of the institutionalization process. |            | \$ 107,658 | \$ 286,845      | 1, 3, 4, 6      |
|                        |               |                                          |                                                                                                     | The Arise Program's federal AANAPISI grant funding ends 9.30.22. This request is to institutionalize the Student Services Program Specialist II position due to lack of funding. Funding is available from 7.1.22 to only 9.30.22 when the federal deadline to expend all remaining grant funds expires. This position is essential to the Arise Program's operations, including recruitment and retention support of students from Asian and Pacific Islander as well as students from other minoritized backgrounds.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |            |            |                 |                 |
|                        |               |                                          |                                                                                                     | Aligns with Cabinet Priority #3 Invest in Diversified Enrollment Growth and Retention Strategies & #5 Restructure to Meet Program Staffing Needs.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |            |            |                 |                 |
| Dean, Student Services | Koji Usugi    |                                          | FT Coordinator, Project(Program) (A-95)                                                             | Permanent FT position to provide coordination of programs and services in the new Student Center set to open in spring 2023. The coordinator also provides leadership for the C-Counter on the second floor of the Center to provide information and direct assistance to students, faculty, staff, and community members with "concierge services."                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | \$ 113,930 | \$ 113,930 | \$ 113,930      | 2,3,4,5         |
| High School Outreach   | Tannia Robles |                                          | F/T Student Services Outreach Specialist (Community and Family Focus) (A-81)                        | HSO does not have the staffing capacity to provide intentional outreach services to the local community centers, non-profit organizations, churches, cultural centers, and the families of middle school and high school students. This outreach specialist will focus on family and community outreach including working collaboratively with SS cultural programs (e.g. El Centro, Aspire, and Arise) and non-credit.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | \$ 101,487 | \$ 101,487 | \$ 101,487      | 1,3,4,6         |
| Behavior Wellness Team | Malia Flood   |                                          | Redclassification of BWT Coordinator/Case Manager (A-105, CA9278, Haneen Alghita-Aqular) to (A-124) | Aligns with Cabinet Priority #3 Invest in Diversified Enrollment Growth and Retention Strategies & #5 Restructure to Meet Program Staffing Needs.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | \$ 11,118  | \$ 11,118  | \$ 11,118       | 2,3,4,6         |
|                        |               |                                          | <b>**Pre-approval pending reclassification process**</b>                                            | The BWT Coordinator/Case Manager (CA9278, Haneen Alghita-Aqular) provides comprehensive, campus-wide case management services for students of concern referred to the BWT. In addition, there are several equity program social workers who "meet students where they are at" and provide program specific wrap-around support services, for example, system impacted, foster youth, DACA, and basic needs. There is a need for some centralized support and reporting structure for the equity program social workers, for example, meeting to share resources, forms, reporting, outcomes, best practices, case management, and training. Currently, the equity program social workers often refer students to the BWT, and the BWT Coordinator/Case Manager has the training, skills, and big-picture campus vision to provide a centralized support structure for the equity program social workers. Redclass BWT Coordinator/Case Manager to A-124, which is in alignment with Mental Health Clinicians (A-124), given similar job responsibilities and duties. Also, hire FT Social Worker (A-105) for BWT due to increased numbers and complexities of student referrals from faculty and staff, and to support equity program social workers.                                                                                                                                                                                                                                                                                    |            |            |                 |                 |
|                        |               |                                          |                                                                                                     | Aligns with Cabinet Priority #3 Invest in Diversified Enrollment Growth and Retention Strategies & #5 Restructure to Meet Program Staffing Needs.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |            |            |                 |                 |
| DHH                    | Malia Flood   |                                          | FT Administrative Specialist III (A-81)                                                             | The DHH Program has grown in size and complexity over the last few years, serving about 200 students annually with interpreters, captioners, academic support, mentoring, enrichment activities, and cohort classes. Currently, the DHH Program/DHH Director does not have any dedicated administrative support. An Administrative Specialist III is needed to complete administrative duties such as hire documents and time sheets for the large number of DHH employees, plus budget, calendaring, event planning, and correspondence. This position will work for DHH Program and DHH Director (ACCESS anticipates being able to fund this position).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | \$ 101,487 | \$ 101,487 | \$ 101,487      | 3,4,6           |
| Dean, Student Services | Koji Usugi    |                                          | FT Coordinator, Multicultural Center (A-105)                                                        | Aligns with Cabinet Priority #3 Invest in Diversified Enrollment Growth and Retention Strategies.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | \$ 123,944 | \$ 123,944 | \$ 123,944      | 1,2,3,4,6       |
|                        |               |                                          |                                                                                                     | A critical component of the Student Center is the new Multicultural Center, which is Mt. SAC's first dedicated multi-use space that will be accessible to the campus community to learn and celebrate the diversity of our students and the broader campus community. The new Multicultural Center will serve as a hub for both students and faculty/staff/managers to participate in DEISA-focused special events as well as to access information and resources. Without staff, the entire area will be unsupervised. Office space has already been designated for this position. A full-time coordinator is necessary to develop and run diversity and inclusion programs, including major campus events, manage the flow of students using the Center, provide oversight, curate informational and inspirational artwork and other displays, and collaborate with student services and instructional departments to promote Mt. SAC's DEISA efforts.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |            |            |                 |                 |
|                        |               |                                          |                                                                                                     | Aligns with Cabinet Priority #5 Restructure to Meet Program Staffing Needs.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |            |            |                 |                 |

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|------------------------|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|---------|----|---------|------------|
| Counseling             | Francisco Dorame   | Redclassification of SS Program Specialist II (A-79, CA9444, Stacy Lee) to a F/T Coordinator, STEP and MAP (A-105)<br><br><b>**Pre-approval pending reclassification process**</b>           | Requesting funding to Redclassify SS Program Specialist II (A-79, CA9444, Stacy Lee) position to a Coordinator (A-105) to coordinate the Summer STEP Program and MAP Workshops. This position would be dedicated to scheduling, promoting, and having materials ready for online and in person MAP workshops throughout the year and work with Outreach and Entry Services to market the workshops to all new students. There is also a great need to Coordinate the Summer STEP Program with faculty and hourly staff. STEP offers a minimum of 20 sections of COUN 1 course along with Workshops in the Summer. This position will assist with the planning, scheduling of classes, workshops, recruitment of students, and working with Summer Bridge and Promise+Plus.<br><br>Aligns with Cabinet Priority #3 Invest in Diversified Enrollment Growth and Retention Strategies.                                                                                                                                                                                                                                                                                                                                                                            | \$ | 6,416   | \$ | 6,416   | 3,4,6      |
| Student Life           | Andi Fejerman Sims | Redclassification of Student Center Specialist (A-79) to Coordinator, Student Activities (A-105)<br><br><b>**Pre-approval pending reclassification process**</b>                             | Redclassification of the Student Center Specialist to a Coordinator. Student Activities is essential to comply with AB 963 (Student Civic and Voter Empowerment Act). The duties of the coordinator would include: 1) Coordinate events, activities, and assessment that increase student participation in the democratic process thereby fostering a DEISA campus culture empowering our students to make positive change in society; 2) Coordinate campus-wide communication to increase civic learning, democratic participation opportunities, voter turnout, and community building to develop and expand retention, persistence, and success; 3) Prepare, implement, and distribute outcomes reports to CA State Secretary that evidences the coordination of campus constituents' participatory planning meetings ensuring related environmental, social, and economic sustainability in the decision-making processes; 4) Provide advisement, partner with, and mobilize student and community stakeholders to create and implement all required civic engagement activities. These required education tools, events, activities, and communication strategies promote and improve students' personal, social, civic and environmental responsibility. | \$ | 6,200   | \$ | 6,200   | 1,3,5,6    |
| Bridge Program         | Anabel Perez       | Redclassification Administrative Specialist Position I (A-69), CA9633, Jazmin Mendoza to Administrative Specialist II (A-75)<br><br><b>**Pre-approval pending reclassification process**</b> | Aligns with Cabinet Priority #5 Restructure to Meet Program Staffing Needs.<br><br>Currently there is an Administrative Specialist I. However, the duties and responsibilities more closely match that of a Administrative II and request a match the compensation to the work being performed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | \$ | 4,329   | \$ | 4,329   | 3,4,6      |
| Dean, Student Services | Koji Usugi         | <b>F/T Administrative Specialist I (A-69)</b>                                                                                                                                                | Aligns with Cabinet Priority #5 Restructure to Meet Program Staffing Needs.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | \$ | 92,115  | \$ | 92,115  | 3,4,6      |
| Rising Scholars        | Victor Rojas       | F/T Administrative Specialist III (A-61)                                                                                                                                                     | General clerical support to Student Center Coordinator and front counter support at C-Counter.<br><br>Aligns with Cabinet Priority #5 Restructure to Meet Program Staffing Needs.<br><br>The request for ongoing funding for a Administrative Specialist stems from the program not having any admin support. Support is currently being provided by THCO Admin but is not sustainable. With the upcoming move to the modular unit, a staff to help with admin duties is a critical need. This position will assist with administrative support duties, including assisting with budgets, providing department office coordination, and assisting in department-related projects and programs.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | \$ | 101,487 | \$ | 101,487 | 3,4,6      |
| Behavior Wellness Team | Malia Flood        | Increase Behavior Wellness Team (BWT) annual \$5,000 general fund budget to \$25,000 to provide funds for annual training.                                                                   | Aligns with Cabinet Priority #3 Invest in Diversified Enrollment Growth and Retention Strategies & #5 Restructure to Meet Program Staffing Needs.<br><br>The BWT requires on-going training on a variety of research-based tools/topics in order to assess risk and determine interventions for concerning student behavior referred to the BWT. Trainings include BWT best practices; case management standards; violence risk assessment; threat management; and non-clinical assessment of suicide. Trainings are provided by the National Behavior Intervention Teams Association (NaBITA) and range from \$700 to \$1,500 per training. The BWT has 10 members. Certifications expire every year.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | \$ | 20,000  | \$ | 20,000  | 2, 3, 4, 6 |
| A&R                    | George Bradshaw    | Commencement: Diploma Paper & Covers                                                                                                                                                         | Aligns with Cabinet Priority #3 Invest in Diversified Enrollment Growth and Retention Strategies.<br><br>Ordering 1,300 diploma covers each year to maintain annual inventory. Current commodity cost agreement to expire in 2023 and freight cost have increased.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | \$ | 7,800   | \$ | 17,500  | 4          |
| Dean, Student Services | Koji Usugi         | Commencement: Supplies                                                                                                                                                                       | Aligns with Cabinet Priority #4. Emphasize Equity and Basic Needs Integration into Academic Support.<br><br>Printing and order of commencement promotional flyers, posters, and banners, platform party podium flowers, uniform shirts for staff, and other day of expenses.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | \$ | 2,000   | \$ | 2,000   | 4          |
| ACES                   | Victor Rojas       | P/T Student Services Program Specialist II (A-79) (41.5%)                                                                                                                                    | Aligns with Cabinet Priority #4. Emphasize Equity and Basic Needs Integration into Academic Support.<br><br>The request for ongoing funding for a Student Services Program Specialist II to assist with programmatic objectives to the Department of Education. Duties will include assisting with the recruitment of first-gen and low income students, providing onboarding support to incoming students, support of execution of programmatic. This position will assist with continued growth of the program. Duties will include providing onboarding support to incoming students, assisting with Summer Transfer Experience coordination, programmatic activities, and alumni follow up.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | \$ | 43,815  | \$ | 49,925  | 1,3,4,6    |
| ACCESS                 | Malia Flood        | FT Project/Program Specialist (A-79)                                                                                                                                                         | Aligns with Cabinet Priority #3 Invest in Diversified Enrollment Growth and Retention Strategies.<br><br>ACCESS requires FT staff to perform multi-purpose program functions and duties in support of MIS and ACCESS testing. Staff would assist ACCESS with MIS data preparation and entry, project coordination, quality control, data analysis, developing strategies to capture accurate data, improving workflow, marketing and events, and overseeing student staff. This position will provide coverage for ACCESS front counter and ACCESS testing, to provide (1) multi-purpose administrative duties and (2) evening staff coverage for the ACCESS Testing Center (ACCESS anticipates being able to fund this position).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | \$ | 99,845  | \$ | 99,845  | 1,3,4,6    |

|                         |             |                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |            |            |       |
|-------------------------|-------------|---------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|------------|-------|
| DHH                     | Malia Flood | Lead Interpreter<br>(11 month - 80%, A-126)       | The DHH Program cohort classes have resulted in increased retention and success rates for DHH students in general education classes, and at the same time has decreased the need for multiple interpreters for general education classes. However, DHH cohort classes have increased the need for very skilled, high-level interpreters who are able to meet this unique demand (interpreting higher level classes for multiple deaf students). In addition, there is an increased demand to interpret higher level content videos for both cohort and other general education classes. A Lead Interpreter is needed to meet these unique demands and skill set.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | \$ 108,907 | \$ 108,907 | 1,346 |
| Student Health Services | Seth Meyers | Nurse Practitioner, Classified, Part-Time (A-126) | Aligns with Cabinet Priority #3 Invest in Diversified Enrollment Growth and Retention Strategies.<br>Student Health Services (SHS) has no classified positions for medical providers (physicians or nurse practitioners), only classified nurses. Yet medical providers are required to diagnose and provide medical services (e.g., physical exams). SHS has had to rely each year on supplemental funding and hire Professional Expert medical providers, especially after its Professional Expert allocation in the Adopted Budget was cut two years ago to compensate for a budget shortfall. (Due to increased costs for classified salaries/benefits and student insurance, Fiscal had to cut the Professional Expert allocation from \$78K to \$20K. The classified part-time position requested (19 hours/week) will provide regular medical services for students, limited services to adjunct faculty, and provide support in medical emergencies to all staff. The request is made with the understanding that the Student Health Fee cannot and should not cover costs of services provided to employees.<br><br>Reconsideration for one-time funding of a 19 hour/week, registered nurse practitioner (A-126) is critical to providing direct medical services to students. The prior Student Health Center Director was a licensed nurse practitioner and since her retirement a year ago, the Student Health Center has needed this level of services, especially since there is no ongoing physician on site. Funding is requested due to the reduction in direct revenues from a reduction in student enrollment and student fees collected. One-time funds are requested to enable the Student Health Center to provide more comprehensive services for the 2022-23 school year while the college enrollment continues to build back to prior levels.<br><br>Aligns with Cabinet Priority #3 Invest in Diversified Enrollment Growth and Retention Strategies. | \$ 50,046  | \$ 50,046  | 2,4   |

## **ADMINISTRATIVE SPECIALIST I**

### **DEFINITION**

Under general supervision, performs a variety of entry level administrative support duties that requires knowledge of the assigned division/department and/or program support duties according to standard procedures on behalf of the designated managerial personnel.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from assigned supervisory or managerial personnel. Exercises technical and functional direction over and provides training to student or hourly workers, as assigned.

### **CLASS CHARACTERISTICS**

The Administrative Specialist I classification is the first level in the Administrative Specialist series which is comprised of four (4) levels. Positions in the series are distinguished by reporting and working relationships, level of independence, supervision received and exercised, decision making, judgment, and minimum qualifications for employment consideration.

The Administrative Specialist I level typically performs entry-level administrative and clerical activities such as customer service at the front counter and over the phone; provides assistance to clientele with program requirements, policies, and procedures; document preparation and completion; file and records maintenance; data entry; screening visitors and mail, and directing questions to the appropriate staff; working with an entry-level degree of independent judgment, tact, and initiative within clearly defined work procedures and standards. Incumbents in the Administrative Specialist I level report to managerial personnel initially under more direct supervision. The work requires basic decision making under established guidelines. This class is distinguished from Administrative Specialist II in that the latter performs a broader range and journey level office support and administrative duties.

### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

1. Operates multi-line phone systems; answers, screens, and directs calls to the appropriate division/department; takes messages and relays pertinent information using electronic mail or transfers calls to voicemail as requested by the caller; provides general information on a variety of College services, policies, and procedures.
2. Provides telephone, front counter, support to students, parents, staff, faculty, and the general public as assigned; responds to routine inquiries by explaining program requirements, policies, procedures, and according to established guidelines or by referring the customer to the appropriate source; provides general information regarding the assigned program, department, or the College; distributes applications, forms, and other documents as requested and may assist students, visitors, and other customers in completing such documents; refers callers/visitors to appropriate

departments or individuals; provides geographical directions to visitors; takes and relays accurate messages; transfers callers to voicemail when necessary.

3. Performs a variety of customer services duties, such as answering a variety of questions and responding to basic complaints; providing information regarding classes and campus facilities and directions; ordering program, class, or testing materials; assembling informational packets; processing print requests; making appointments with other department staff and for workshops, presentations, and informational seminars; and by referring visitors/callers to other programs, departments, off-campus services, other help agencies, and community groups, as appropriate.
4. Performs a variety of routine office clerical duties to support the operations of the assigned work unit, program, or department, including filing, preparing records, processing work orders, and assisting in ordering and maintaining office and other related supplies.
5. Types and edits a variety of documents, including correspondence, letters, memos, agendas, reports, lists, forms, schedules, flyers, event materials, and statistical reports from rough draft, handwritten copy, or from other material using a computer; inputs and retrieves data into various program, department, and/or College-wide software applications and database systems. Maintains file, index, and record keeping systems requiring sorting, filing, searching, retrieving, and distributing departmental and programmatic records or other documents as directed; logs in documents for public record.
6. Checks equipment in and out to students and staff; maintains related logs.
7. Verifies and reviews forms and reports for completeness and conformance with established policies and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
8. Receives, time stamps, sorts, and distributes incoming and interdepartmental mail; prepares and distributes outgoing mail.
9. Assists in planning and organizing program or department-related events, workshops, informational seminars, presentations, and related activities.
10. Operates a variety of standard office equipment, including job-related computer hardware and software applications, copiers, printers, scanners, facsimile machines, multi-line telephones, and audio/visual equipment; may operate other department-specific equipment.
11. May receive, log, schedule, and distribute service requests and work orders for the department.
12. Maintains accurate records of work performed.
13. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
14. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
15. Supports and abides by federal, state, local policies, Board policies, and Administrative procedures.
16. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
17. Prepares and delivers oral presentations related to assigned areas as required.
18. Performs other related or lower classification duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Modern office clerical support practices and procedures, including the use of standard office and computer equipment.
3. Computer applications related to the work, including word processing, database, scanning, and spreadsheet applications.
4. Applicable policies and procedures related to the program/department to which assigned.
5. Basic business arithmetic and statistical techniques.
6. Record keeping principles and procedures.
7. Alphabetical and numerical filing methods.
8. English usage, spelling, vocabulary, grammar, and punctuation.
9. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and College staff, including individuals of various ages, disabilities, various socio-economic and ethnic groups.

### **Skills & Abilities to:**

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Perform standard office clerical support work with accuracy and sufficient speed.
5. Learn and understand the organization and operation of the assigned program and/or department, the College and outside agencies as necessary to assume assigned responsibilities.
6. Learn, correctly interpret, and apply the policies and procedures of the function to which assigned.
7. Respond to and effectively prioritize multiple phone calls and other requests for service.
8. Understand and carry out oral and written directions.
9. Make basic accurate arithmetic computations.
10. Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
11. Establish and maintain a variety of filing, record-keeping, and tracking systems.
12. File materials alphabetically, chronologically, and numerically.
13. Use discretion in processing and filing confidential student files and other records.
14. Organize and prioritize a variety of multiple tasks in an effective and timely manner.

15. Operate and maintain modern office equipment, including computer equipment and specialized software applications programs.
16. Understand and follow oral and written instructions.
17. Use English effectively to communicate in person, over the telephone, and in writing.
18. Understand scope of authority in making independent decisions.
19. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
20. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
21. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

1. Equivalent to the completion of the twelfth (12<sup>th</sup>) grade; and
2. One (1) year of varied office support experience preferably involving interaction with the public.
3. Associate's degree from a regionally accredited college preferred.

**Desirable Qualifications:**

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

**Licenses and Certifications:**

The incumbent may periodically be required to travel to a variety of locations. If operating a vehicle, employees must have the ability to secure and maintain a valid California driver's license.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; may be required to operate a motor vehicle to visit various College and meeting sites. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbents in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Incumbents



must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

### **ENVIRONMENTAL ELEMENTS**

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Amended 6/2019; 2/2023