

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 IDepartment: Marketing and CommunicationTime (FTE): 40/week Term (months/year): 12Work Schedule (Days, Hours): M-F, 8 am to 5 pmSalary Schedule (Range): 69Background and Rationale (use back of form if additional space is needed): This position supports the Marketing Information Line (Call Center), which reachesout to prospective students who express interest in the college or applied but didn't enroll.Once the position is filled, the Information Line will also have a public line (909-274-INFO)that will be publicized for general inquiries about attending Mt. SAC.

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 4400-505000-211000-671000-2100 100 % Amount \$ 99,067

Account Number(s): _____ % Amount \$ _____

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: _____

Signatures:1. Requesting Manager Signature Uyen Mai 2/6/2023
Date2. Division Vice President Signature William J. Smuggan 5.2.23
Date3. Chief Compliance/Budget Officer Signature Boo Boxe 05/09/2023
Date

4. Human Resources Signature _____ Date

5. Vice President, Human Resources Sokhakong 5/11/2023
Date☒ Funding available ☐ Funding not available Position Number: CA9199 Contract Number: 213272Comments: Funding from NRA 14; approved by President's Cabinet on 8/18/22**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. Smuggan May 16, 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: President's Office

To Be Completed By Departments						
Priority Number	Division	Department- Org/Department's Contact Staff	Description	Justification of Need	One-time	Ongoing
	Foundation	Bill Lambert	This is a request for the District to convert the Development Specialist/Bookkeeper hourly position in the Foundation Office to a full-time benefits eligible district position (Program Account Specialist). The total requested is \$76,091. The Foundation will reimburse the district for the equivalent of a nineteen (19) hour permanent part-time position.	In any Advancement organization, having full staff with benefits leads to stability, more efficient operations, and, ultimately, more successful fundraising. While the Mt. SAC Foundation has made considerable progress in this area over the last decade, the biggest challenge we continue to face as a unit relates to staffing. The Foundation's Development Specialist/Bookkeeper is currently a full-time hourly employee, funded entirely by the Foundation. This position was initially paid for through the on-campus internship program, made possible by a donation from Trustee Gary Chow in 2016. Starting as an opportunity for a student intern, the position quickly evolved into a critical part of the Foundation team. The duties and responsibilities assigned to this position have grown significantly and are crucial to ongoing Foundation operations. As of 2017, it has been an hourly position (40 hours/week) with no benefits. Because it is an hourly position with no benefits, there is little to no stability in this position. While this arrangement met the needs of the employee initially, the ongoing instability is challenging for both the employee and the Foundation. Having a team of fulltime employees with benefits is the path to stability for the Foundation operation. This request aligns with Cabinet priorities 1, 3, and 5.	76,091	76,091
	Foundation	Bill Lambert	This is a request for resources to create online orientation and training materials for the Foundation Board of Directors. The Board Orientation Packet will be a digital PDF and will include a Ready-for-Print version	The Mt. SAC Foundation Board of Directors, as a group of leadership volunteers promote the mission of the college. These efforts would be supported with onboarding and training through technology that seamlessly mirrors the Mt. SAC Foundation website. This would include a suite of online materials. This request aligns with Cabinet priority #2.	6,000	6,000
						5,1,4

Foundation	Bill Lambert	This is a request for resources to assist in the development of a Five-Year strategic plan.	Over the last decade, the Mt. SAC Foundation has strengthened its infrastructure, growing its team from three people to five, established standard policies and procedures, completed the Heritage Hall campaign, serving as the lead donor and providing leadership to pass the largest bond in the college's history, established a strong alumni presence and raises more than \$1M annually. This strategic plan will focus our priorities for the next five years built on the strength of an expanded annual fund operation, continued focus on major gifts and the sustainability that endowment growth provides as seen over the last decade. Once complete we will have a Five Year strategic plan and all its components, including strategic presentation materials consisting of a slide deck and digital and print ready PDF. The 5 Year Strategic Plan will include program components such as: Annual Giving, Planned Giving, Donor Retention, Investments Donation, Scholarship Expansion, Stewardship, and the Alumni Association Board. It will also include: Best Practices for Implementing the Strategic Plan and a Gantt Chart for the length of the plan. This request aligns with Cabinet priorities 6 and 4.	14,500	14,500	1, 5
Marketing	Marketing	Branding Agency with Speciality in Mascots and Deep Understanding of DEISA	The Mascot and Moniker Committee have made a recommendation to Dr. Scroggins that we (1) change the mascot Joe Mountie (2) keep the moniker Mounties and (3) hire an outside firm to help guide the college through this process so that our future mascot appropriately represents the college for the next 75 years. This is important work to support DEISA on campus as the mascot Joe Mountie has been considered inappropriate to the college due to its historical connection to Little Joe and its visual confusion with Canadian Mounties. The Mascot is one of the most visible and representative symbols of a college. We need to hire an experienced agency to ensure we use a creative and fair process and our end product meets the standards of one of the best community colleges in the country. This process should include research, creative designs, testing, final designs, completed mascot development (physical and digital), guidelines and more.	300,000		1

2 Marketing	Marketing	Telemarketing - Call Center Administrative Specialist I	Marketing's Call Center has been a proven way to help increase enrollment by reaching out to prospective students. The Marketing Information Line reaches out to applicants who applied but never enrolled in classes as well as prospects identified through digital advertising. This can help the college boost its enrollment and completion numbers over time. Previous work in Winter 2019 has shown a 4.4 time return on investment through increased enrollment. Currently the Call Center is struggling due to the labor shortage, increased competition for part time student workers, a shortage of work study students, as well as pandemic related issues impacting our students' ability to work. For these reasons, we are no longer able to consistently run the Call Center with work study students and student assistants. Expanding our Call Center budget from \$40,000 each year to enough to hire a Full Time Administrative Specialist 1 will ensure we have someone available during business hours to bring these prospects with high potential through the recruitment funnel. This full time position would provide a steady baseline of Call Center support, which work study students can then help bolster.	92,115		3
	President's Office	Smoke/Tobacco Free Implementation	Personnel		3,000	
	President's Office	Smoke/Tobacco Free Implementation	Educational and Promotional Materials		8,000	1,500
	President's Office	Smoke/Tobacco Free Implementation	Campus Promo Events		5,000	
	President's Office	Smoke/Tobacco Free Implementation	Cessation Products			
	President's Office	Smoke/Tobacco Free Implementation	Supplies		3,000	
					1,000	500

MT SAN ANTONIO COLLEGE
FY 2023-24 SALARY PROJECTION

POSITION NUMBER	FTE	SCH RANGE	STEP	TTL MTHS	TITLE	FUND	ACCOUNT PERCENT	FY 23-24 Jul - Jun 12 Months	FUNDING/COMMENTS

1.000	UA	69	3	12	Administrative Specialist I	11000	100.00%	\$ 99,067	NRA 14
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**Note: This information does not include potential COLA and changes in benefits rates for future years.*

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 (12th) 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