



Administrative Support Coordinator

*Preference will be given to students who can work limited training hours at the end of Spring 2018, before starting in Summer and/or Fall 2018 semesters. Applicants must also be able to work **at least 20 hours/week during the following hours (Spring/Fall Monday-Thursday 9:00AM - 8 PM, and Friday 9:00 AM – 2:00 PM) and at least 20 hours/week during (Summer Monday-Thursday 9:00AM – 4:00 PM, and Friday 9:00 AM – 2:00 PM)***

Starting Salary: \$16.00/hour

Job Description:

The Campus Academic Resource Program's (CARP) Administrative Support Coordinator (ASC II) serves as a representative to University CARP offices and provides direct administrative support to the Senior Program Coordinator (SPC). In conjunction with CARP's student staff, this position facilitates direct student support services, with an emphasis on students from underrepresented groups and first generation college students.

Following is a list of essential job functions:

1. Administrative and Human Resources Support: implement all hiring paperwork, payroll procedures, and administrative timelines
2. Coordination of Front Desk Unit: supervise the hiring, training, and day to day tasks of 2-4 front desk receptionists during CARP's operational hours
3. Supervision of CARP's Student Staff: supervise daily procedures and enforce policies with CARP's staff
4. Outreach to SF State Community: assist in coordinating all of CARP's outreach efforts and produce outreach materials in conjunction with University Communications
5. Other duties as assigned

Nature and Scope of Decisions:

- Implementing all hiring, payroll, and other administrative/HR related paperwork
- Assisting in coordinating all outreach efforts and creating outreach materials
- Assisting in coordinating outreach efforts with other members of the SF State community, including University Communications and other DUEAP programs
- Facilitate evaluation procedures, especially as they relate to goals and assessment
- Direct supervision of the day to day activities of front desk staff and other student staff as needed.

Contacts on and off campus:

Positions works primarily with CARP's student staff and CARP's Senior Program Coordinators for all aspects of job duties. In addition, position works with:

- DUEAP staff and administration (Admin/HR support and Project development)
- University Communications (Outreach), Student Affairs/Enrollment Management (Admin/HR support)
- SF State Faculty from a diversity of departments (Outreach)
- UAW Local Chapter 4123 (Admin/HR support).



Qualifications:

All applicants must:

- High School diploma, technical/vocational program, or their equivalents combined and two to three years of administrative experience
- Comprehensive and detailed knowledge of university organization, infrastructure, policies and procedures
- Working knowledge of budget policies and procedure
- Effective written and verbal communication skills
- Ability to effectively handle interpersonal interactions at all levels
- Expertise in using office software packages (MS Word, MS Excel)
- Ability to interpret and apply policies and procedures independently, and use judgment and discretion to act when precedents do not exist
- Ability to troubleshoot most office administration problems and respond to all inquiries and requests related to work area (copy, fax, scanner machines)
- Ability to organize and prioritize work
- Ability to draft and compose correspondence and standard reports

Preferred Qualifications:

- Working on completing a Baccalaureate degree
- 3 to 5 years' experience in administrative support, preferably in an academic setting
- Thorough knowledge of CARP's services and procedures
- Experience in supervision of student employees and/or managing reception areas
- Ability to create graphs using Excel, to create presentations in Power Point, to process documents' conversions into appropriate formatting
- Ability to create outreach materials using Adobe Creative Suite Software Package
- Familiarity using University & on-campus systems (Google Docs, SharePoint, Doodle and Outlook Calendar or related systems)
- Ability and willingness to learn California State University system specific policies, procedures, infrastructure

Application Instructions

In order to apply for this position, the applicant must submit the following documents in person to HSS 346 or by email to carp.sspc@gmail.com (Microsoft Word or PDF files only):

- A cover letter
- A resume, which reflects skills relevant to the Front Desk Receptionist position.
- Unofficial transcripts from your entire college education.
- Student work availability form for this Spring 2018 AND Summer or Fall 2018 semester, available on our website:
<http://carp.sfsu.edu/content/job-opportunities>
- *Strong preference will be given to applicants who can work multiple semesters.*

Incomplete applications will not be considered!!



Campus Academic Resource Program

Contact:

Rothanne Herico

Outgoing Administrative Support Coordinator

Campus Academic Resource Program

1600 Holloway Avenue - HSS 346

San Francisco State University

Phone: (415) 405-0316

Email: carp.sspc@gmail.com