Administrative Support Assistant II
(Internal Only)

Departments of English and Philosophy, and Departments of Communication and Journalism and Mass Communication

Job #21-42
Close Date: Tuesday, August 24, 2021

(Job #21-42) Administrative Support Assistant II (ASA II), $2,912 - $4,592/month. Appointments are typically made at the beginning of the salary range. This is a full-time, benefited, 12-month pay plan, permanent position with a one-year probationary period in the Departments of English and Philosophy and Departments of Communication and Journalism and Mass Communication. This position comes with an extensive benefits package that includes comprehensive medical, dental, and vision coverage, CalPERS retirement, Fee Waiver eligibility (reduced tuition on most CSU system classes), life insurance, and voluntary pre-tax health and dependent care reimbursement accounts. Additional benefits information can be found at https://hraps.humboldt.edu/employee-benefits. Please note that this is an internal recruitment open only to active, stateside, staff Humboldt State University Employees.

Humboldt State University is a Hispanic-Serving Institution that strives to foster an inclusive and equitable community to support our students of diverse backgrounds. HSU is committed to achieving the goals of equal opportunity and endeavors to employ faculty and staff of the highest quality committed to working in a multicultural and multiracial community that reflects the diversity of the state. Additional information about Humboldt State University can be found at www.humboldt.edu.

Position Summary: Under the supervision of the Dean of the College of Arts, Humanities, and Social Sciences, and the lead work direction of the Department Chairs, and receiving work direction from the Program Leaders, the Graduate Coordinator, and the Academic Support Coordinator, the incumbent is responsible for administrative and clerical support for two administrative units containing the Departments of English and Philosophy and the Departments of Communication and Journalism and Mass Communication, with particular emphasis in the areas of office support and department and program support.

The incumbent is a representative of the Departments of English and Philosophy, the Departments of Communication and Journalism and Mass Communication and the College of Arts, Humanities and Social Sciences and should maintain professionalism and confidentiality at all times as well as cordial and effective working relationships with departmental faculty and staff and faculty and staff across the University.
Many duties and responsibilities listed below are cyclical and only occur in certain points of the academic year. All duties and responsibilities listed below are in support of a hybrid context of face-to-face and/or virtual setting as needed. Necessary adjustments may need to be made to support the departments/programs or the needs of the college.

**Duties:**

**Department Office Administrative and Clerical Support**
Provides general office and clerical support for the administrative unit offices

- a. Performs reception duties, interacting directly with students, faculty, staff, and visitors.
- b. Greets visitors, answers phones, directs calls, and routes voice, electronic, and hard-copy messages.
- c. Conducts routine tasks, including filing, photocopying, scanning, shredding documents, and maintaining and managing bulletin boards and information displays necessary for operation of administrative unit office.
- d. Processes mail, routes, and delivers forms and documents to appropriate offices.
- e. Monitors department/program email inboxes and processes and forwards emails as appropriate.
- f. Ensures that necessary office equipment is maintained and operational, and trains and assists users.
- g. Creates and maintains department/program forms, lists, and informational material.
- h. Creates spreadsheets, tables, charts, letters, memos, signage, and other documents in support of office requirements.
- i. Assists with coordination and publicizing of department/program and special events (graduation receptions, visiting lecturer presentations, department retreats) and information of interest via bulk email and mail notifications and via campus events calendar to students, faculty, staff, prospective students, alumni, applicants, etc. working with various departments across campus including, but not limited to, Room Reservations, Dining Services, Admissions, Alumni Relations, Marketing and Communications, and Distribution Services, as directed by the ASC, Department Chairs, Program Leaders and Graduate Coordinator.
- j. Assists with purchasing, tracking, monitoring, stocking and distributing supplies and equipment and submitting reconciliation reports as needed and in alignment with CSU and department/program guidelines.
- k. Assists ASC with performing administrative actions required to recruit and appoint office Student Assistants.
- l. Assists ASC with training, providing detailed instructions and work assignments, setting deadlines and priorities, and monitoring completion of work of office Student Assistants.
- m. Assists ASC with collection and processing of payroll/monthly time vouchers.
- n. Assists ASC with facility maintenance and repairs, submitting work requests as needed and preparing locking plans for department/program facilities.
- o. Supports department/program in program review process, assessment, accreditation, and ongoing student recruitment efforts as requested.
- p. Assists ASC with organizing and coordinating a variety of department/program and committee meetings as requested by the Department Chair, Program Leaders or Graduate Coordinator.
- q. Assist ASC with maintaining department/program websites, working with Department Chair, Program Leaders, Graduate Coordinator, College, MarCom and ITS as appropriate.
- r. Attends department/program meetings and assists with ensuring minutes are recorded in a timely fashion as requested.
- s. Performs other support duties as needed and assigned by the ASC, Department Chair, Program Leaders, or Graduate Coordinator to facilitate a supportive and effective administrative office.

**Department/Program Administrative and Clerical Support**
Provides support to faculty, staff and students in departments/programs
a. Assists Graduate Coordinator with running all aspects of the English Graduate Program, including recruitment, maintaining student files, coordinating the application and admissions process, and communicating with current and prospective students.

b. Maintains current knowledge of where to find and how to respond to questions regarding a variety of university, college and department/program policies, procedures, and practices as well as program curriculum, facilities, events to students, faculty, staff and the public.

c. Assists ASC with student registration, course permission numbers, and add/drop process for courses requiring department approval.

d. Distributes information to students and visitors regarding major and minor options and directs visitors to appropriate resources regarding contract requirements for the majors and minors.

e. Oversees processing of student major and advisor changes, incomplete, and grade change forms.

f. Assigns faculty advisors to major students and reviews advising rosters to ensure all majors have assigned advisors.

g. Assists faculty with completion of field trip forms and requirements, entering field trip data into PeopleSoft, generates field trip checklists, and assists faculty in monitoring completion of release of liability waivers for field trip participants.

h. Assists ASC in processing documents and records for faculty searches and appointments, program review, course scheduling, and other tasks and projects as needed.

i. Creates spreadsheets, tables, charts, letters, memos, and other documents in support of department/program requirements as requested.

j. Maintains department/program syllabi files.

k. Coordinates distribution of department/program materials (prospective students, alumni, job searches, etc.) as necessary, working with the Admissions, Alumni Relations, Marketing and Communications, and Distribution Services offices.

l. Supports program in ongoing student recruitment efforts as requested.

m. Performs other support duties as needed and assigned by the ASC, Department Chair, Program Leaders, or Graduate Coordinator to support the departments/programs.

**Minimum Qualifications:** The education equivalent to a high school diploma and equivalent to one year of progressively responsible administrative support experience which has provided the incumbent with the knowledge, special skills, and abilities listed below.

**Required Knowledge, Skills, and Abilities:**

Demonstrated knowledge of:

- English grammar, punctuation, and spelling (thorough).
- University infrastructure, policies, procedures.
- Fundamentals of budget analysis.
- Basic business mathematics.

Demonstrated ability to:

- Work as the front-line contact for the department/program, interacting with a variety of campus and community individuals requiring active problem solving and effective interpersonal skills.
- Be proficient in performing work assignments.
- Clearly communicate orally and in writing and effectively present standard information.
- Perform standard arithmetic functions of a transactional nature, including tracking and comparing data.
- Learn, understand, interpret, apply and communicate a variety of complex policies and procedures independently, and identify deviations from applicable policies and procedures.
• Plan, organize, and coordinate day-to-day and long-range activities.
• Multi-task, prioritize work, tolerate frequent interruptions and meet various deadlines.
• Understand, interpret, and communicate information, ideas, and instructions.
• Process sensitive and confidential information in a responsible and professional manner.
• Understand problems from a broad perspective and anticipate the impact of office administration problems and solutions on other areas.
• Troubleshoot most office administration problems and respond to inquiries and requests related to work area.
• Apply independent judgment, discretion, and initiative to address problems and develop practical, thorough and, at times, creative solutions.
• Establish, model, promote and maintain professional and effective communication and working relationships with current students, prospective students, faculty, and staff from diverse backgrounds within the department/program and across campus and the wider community.
• Effectively handle interpersonal interactions at all levels and handle highly sensitive interpersonal situations.
• Use negotiation and interpersonal skills to achieve results, bring people together, and expedite projects.
• Work cooperatively with staff and faculty and deal sympathetically and effectively with students and the general public.
• Be patient and considerate, but firm and consistent with a wide variety of faculty, staff, and student personalities in potentially contentious situations.

Skills:
• Fluency in standard computer use and office support technology systems and software packages as well as willingness and ability to learn new software and related skills required to perform job duties effectively.
• Effective interpersonal and communication skills.
• Thorough knowledge of and skill in standard office procedures and practices.
• Strong orientation to serve students and faculty.

Preferred Qualifications: College degree, two years of progressively responsible administrative and clerical experience, experience in an academic office and educational setting with a diverse student population, working knowledge of PeopleSoft Campus Solutions, OBI, Drupal, social media platforms, 25Live, NOLIJ, WebAdMIT, Google calendar and other Google programs, Campus Marketplace, CANVA, Adobe InDesign, or other software used by the campus, recent demonstrated experience within the university system, and demonstrated customer service.

Application Procedure: To apply, qualified candidates must electronically submit the following materials via Interfolio (link below):

• Letter of Interest
• Resume or Curriculum Vitae
• Contact information for at least three professional references
• HSU Employment History Form (HSU Employment History Form: https://forms.humboldt.edu/employment-history-form; NOTE: Download the HSU Employment History Form and save it as a PDF file prior to filling it out. If the form is completed in an online browser, content WILL NOT be saved).

CLICK HERE TO APPLY NOW: http://apply.interfolio.com/91058

Application Deadline: The deadline to submit application materials is 11:59 p.m. on Tuesday, August 24, 2021.

Any inquiries about this recruitment can be directed to careers@humboldt.edu or HSU’s Human Resources Office at (707) 826-3626.
Humboldt State University sits on the traditional homelands of the Wiyot people in what is currently called Arcata, CA. The Wiyot people call the area Goudi’ni (over in the woods). HSU was the first campus in the California State University system to offer a stand-alone major in Native American Studies.

HSU is committed to enriching its educational environment and its culture through the diversity of its staff, faculty, and administration. Persons with interest and experience in helping organizations set and achieve goals relative to diversity and inclusion are especially encouraged to apply.

Humboldt State University is part of the 23-campus California State University system. The University has a comprehensive arts and sciences curriculum, which is recognized nationally for its high academic quality. Founded in 1913, HSU is one of the premier public institutions in the Western United States; it is a rural and residential campus of approximately 7,000 students. The main campus is located in Arcata, California, in the northwestern part of the state along the coast, and situated among redwood trees in an area that offers unmatched scenic beauty, moderate climate, and opportunities for outdoor activities. The surrounding Humboldt County locale has a population of approximately 135,000. The community offers an excellent range of businesses, services, and cultural activities and performances. The local schools are ranked in the top performance percentiles, both nationally and in the state.
It is the responsibility of the applicant to provide complete and accurate employment information. Incorrect or improperly completed applications will not be considered for vacancies. Any reference in this announcement to required periods of experience or education is full-time activity. Part-time experience or education—or activities only part of which are qualifying—will receive proportionate credit. Humboldt State University is not a sponsoring agency for staff or management positions (i.e. H-1B Visas).

Evidence of required degree(s), certification(s), or license(s) is required prior to the appointment date. A background check (including a criminal records check, employment verification, and education verification) must be completed satisfactorily before any candidate can be offered a position with the CSU. Certain positions may also require a credit check, motor vehicle report, and/or fingerprinting through Live Scan service. Adverse findings from a background check may affect the employment status of candidates or continued employment of current CSU employees who are being considered for the position.

Humboldt State University is committed to achieving the goals of equal opportunity and endeavors to employ faculty and staff of the highest quality reflecting the ethnic and cultural diversity of the state. Additional information about Humboldt State University can be found at www.humboldt.edu.

Humboldt State University is a Title IX/Affirmative Action/Equal Opportunity Employer. We consider qualified applicants for employment without regard to race, religion, color, national origin, ancestry, age, sex, gender, gender identity, gender expression, sexual orientation, genetic information, medical condition, disability, marital status, protected veteran status, or other legally protected status.

Compliance with the California Child Abuse and Neglect Reporting Act (CANRA) and CSU Executive Order 1083 Revised July 21, 2017 (EO 1083) is a condition of employment. CSU employees in positions with duties that involve regular contact with children or positions which supervise such employees are designated as Mandated Reporters under CANRA and are required to comply with the requirements set forth in EO 1083. Upon appointment to this position, the successful candidate(s) will be notified of and required to acknowledge their CANRA reporting status.

Additionally, all CSU staff and faculty receive training annually on their obligations in responding to and reporting incidents of sexual harassment and sexual violence. You will be notified by email when you are required to take this mandated training.

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See more photos at Humboldt State University’s Flickr page.