Job Title: Administrative Support Assistant

Anticipated Start date: September 1, 2021

Project Name: Student Support Services – F3188

Immediate Supervisor: Office Manager/Director

Hours: 40 hours per week, 8:00 a.m. to 5:00 p.m. (1-hour lunch break, 15-minute a.m. and p.m. break)

Wage: $16.00 per hour. This position offers a competitive benefits package including group health, dental, and vision.

This is a grant funded position funded through August 31, 2022. Continued appointment for the 2022-23 academic year and beyond is contingent upon continued funding, which is anticipated. The 2021-22 academic year is the second year in an approved five-year grant program. The SSS program has been continuously funded at HSU since the program’s inception in 1972.

ESSENTIAL FUNCTIONS OF THE JOB: Under general direction of the Director for the Educational Opportunity Program (EOP) and Student Support Services Program (SSS), the incumbent provides varying levels of general office, clerical, and secretarial support for the EOP and SSS programs, including administrative support for grant funded personnel housed in the Learning Center and special educational equity programs (Summer Bridge and TRIO programs). Work activities include processing mail, maintaining student files and program records, supporting and updating social media and program website, scheduling and arranging appointments, providing budget support, processing of documents and records, gathering and inputting electronic data and records, preparing standard and electronic reports, and providing customer service, referral, and general problem solving within the area of general reception. The incumbent is also responsible for the hiring, training, supervision, and evaluation of student assistant staff who support these program functions.

DUTIES:

a. Answers multi-line phone, screens calls and refers to staff member or records messages as appropriate.
b. Greets students and general public and answers requests for information or refers to appropriate staff member or university office.
c. Schedules staff appointments, pulls student files and re-shelves files throughout the day.
d. Handles general clerical duties for advisors and other professional staff as assigned by the director.
e. Updates materials in student files, removes inactive student files, and destroys outdated files or materials.
f. Updates student and program information and program service records through data entry into the Student Information System and other program databases; runs and distributes electronic reports in support of standard office operations.
g. Maintains social media presence and program website
h. Ensures that confidentiality of information is maintained.
i. Opens and screens all incoming mail and distributes to appropriate personnel.
j. Updates physical and electronic bulletin boards, websites, social media sites, pamphlets, forms, job announcements, and other reference materials in the general office area and computer lab.
k. Photocopies, faxes, scans and collates materials for advisors and other professional program staff in support of general operations, as well as for special projects as assigned by the director.
1. Assists in maintaining inventory of office supplies, ordering and distributing supplies to appropriate offices or program personnel.

m. Provides oversight, support, and problem solving for student computer lab.

n. Processes work orders for maintenance and requests for ITC support as the need arises.

o. Assists with onboarding of new professional staff

p. Assists with the processing of monthly payroll, including collection and preparation of student timesheets. Assists with SSS payroll & absence reports/level of effort forms when needed.

q. Assists in the hiring, training, scheduling and performance monitoring of student staff, including adherence to office policies and procedures, and protection of confidential student and staff information. Periodically updates student training and program manual when needed.

r. Assists with preparation and review of program applications. Assists in outreach to newly admitted students. Participates on the EOP/SSS admissions screening committee.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE: Completion of a high school program or its equivalent. Experience working in an office setting, including telephone and public reception. Good communication skills and public relations skills. Ability to work independently on daily tasks and assigned projects having a moderate scope of complexity. Demonstrated ability to manage and independently prioritize multiple work assignments, which may include office reception, student supervision, data entry, application processing, and a variety of other related clerical work. Demonstrated ability to use judgement, discretion, creativity, and problem solving in work assignments.

KNOWLEDGE AND ABILITIES: fundamental written and oral communication skills, including a sound foundation in English grammar, spelling, and punctuation; an ability to understand standard office procedures; an ability to operate standard office equipment; an ability to learn office technology systems; an ability to perform basic mathematical calculations; and typing and keyboard skills.

PREFERRED QUALIFICATIONS: Experience working with low-income and first-generation populations is desired. Priority given to applicants who have overcome barriers similar to those facing program participants. Prior experience working in a highly diverse office setting and with a highly diverse student population is desirable. Intermediate level proficiency with Microsoft Office Suite, including Excel and Access. Knowledge of web page development and social media desired. Associate Degree or higher preferred. Oral and written fluency in Spanish is highly desired.

APPLICATION INSTRUCTIONS: To apply submit 1) a resume, 2) cover letter, 3) three professional references along with a completed 4) Employment History Form and 5) the HSU SPF Employee Information Form for Applicants to ers21@humboldt.edu.

APPLICATION DEADLINE: This position is open until filled. First review of applications will begin on Monday, August 9, 2021

Applications from and nominations of qualified women and minority candidates are particularly encouraged. Humboldt State University Sponsored Programs Foundation hires only individuals authorized to work in the United States.

Humboldt State University Sponsored Programs Foundation is an 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 any other legally protected status. More information about HSU SPF’s Equal
Employment Opportunity hiring can be found here.

For assistance with the application process, please submit an Accommodation Request Form which can be found here or email the SPF Front Office at hsuf@humboldt.edu.

A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered this position within HSU SPF. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current HSU SPF employees who apply for this position who apply for this position.