

ANNOUNCEMENT OF POSITION VACANCY

www.enterprises.csus.edu

**Administrative Support Coordinator I (Training)
Office of Water Programs
REQUISITION #554099790**

University Enterprises, Inc. (UEI) at Sacramento State is seeking an Administrative Support Coordinator I (Training) for the Office of Water Programs. The Office of Water Programs publishes the industry standard in drinking water and wastewater training materials and provides valuable, science-based applied research services for water management in California and elsewhere.

RATE OF PAY: \$3,544 - \$5,316 per month

BENEFITS: UEI offers an excellent benefits package that includes:

- Participation in CalPERS Retirement Program
- Paid Vacation Time – starting at 6.66 hours accrued/month
- Paid Sick Time – 8 hours accrued/month
- Paid Holidays – 14 paid holidays per year including paid time off the week between Christmas Day and New Year’s Day as the CSUS campus is closed
- Excellent medical benefits – 100% employer-paid medical & dental for employee-only coverage and low cost for family coverage
- Educational Assistance Program for employees and/or dependents
- View a comprehensive list of all of the benefits at https://www.enterprises.csus.edu/wp-content/uploads/UEI_Benefits-At-A-Glance-Brochure_OWP.pdf

FILING DEADLINE: This position closes to new applicants on June 3, 2024

APPLY ONLINE: To be considered, all applicants must apply through the UEI website at <https://secure6.saashr.com/ta/6158859.careers?ShowJob=554099790>. Applicants who apply outside of this link will not be considered.

CONDITIONS OF EMPLOYMENT: This is a full-time, non-exempt (eligible for overtime pay), benefited position that is covered under the California Public Employees’ Retirement System. Continued employment in this position is dependent upon the mutual consent of University Enterprises and the employee, and either University Enterprises or the employee can, at any time, terminate the employment relationship at will, with or without cause.

The selected candidate must furnish proof of eligibility to work in the United States. University Enterprises, Inc. is not a sponsoring agency (i.e. H-1B Visa).

It is strongly recommended that all University Enterprises, Inc. employees follow COVID-19 vaccine recommendations adopted by the U.S. Centers for Disease Control and Prevention (CDC) and the California Department of Public Health (CDPH) applicable to their age, medical condition, and other relevant indications.

MINIMUM QUALIFICATIONS

1. Demonstrated professional experience in a customer service, call center, or administrative support position.

2. Demonstrated knowledge of current office methods and practices. Demonstrated experience using standard business computer software, including word processing and spreadsheet applications, such as the programs in the Microsoft Office Suite.
3. Demonstrated experience creating and updating spreadsheets to track data.
4. Demonstrated ability to perform business math and analyze basic financial data.
5. Demonstrated ability to work independently with little direction, coordinate many different tasks, determine the relative importance of each, set deadlines, and complete projects accordingly.
6. Demonstrated experience in working with the general public in person or by phone and answering routine questions clearly and professionally. Demonstrated ability to understand and interpret written policies and procedures, and to communicate appropriate information to customers and others in a clear and professional manner.
7. Demonstrated excellent written, verbal, and interpersonal communication skills. Demonstrated ability to write business correspondence in response to customer, vendor, or internal inquiries. Demonstrated ability to initiate and maintain communication with both internal and external customers.
8. Demonstrated experience working with various levels of management and staff.
9. Must pass a background check, which may include fingerprinting. Must continue to meet the established standards.

PREFERRED QUALIFICATIONS

1. Bachelor's degree or equivalent combination of education and/or work experience.
2. Demonstrated experience in providing training to other employees.

PHYSICAL REQUIREMENTS

Sit for extended periods of time; frequently stand and walk; manual dexterity and hand-eye coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, phones, calculators, copy machines, fax machines, scanners, and printers. Ability to lift or move boxes weighing up to 30 pounds.

WORKING CONDITIONS

Work is performed in an office environment containing moderate noise; frequent contact with the public by phone or in person, office staff, and the campus community.

DUTIES AND RESPONSIBILITIES

This position coordinates and performs customer service, clerical, and administrative support functions for the Training Group. The position interacts with customers by phone, mail, e-mail, and in person. In this position, work is performed independently and as a contributing team member. The position is accountable for end results and work performed by student assistants. The position reports directly to and receives general supervision from the Supervisor, Administrative Support or their designee. The position is responsible for providing work direction and assigning duties to student assistants.

The specific duties and responsibilities are as follows:

1. Receives and responds to incoming customer service phone calls and e-mails, adeptly addressing customer inquiries related to student needs, enrollment requirements, and order status. Demonstrates sensitivity, patience, and a comprehensive understanding of policies and procedures while maintaining strict customer confidentiality.
2. Receives and processes orders from customers, handling a range of transactions such as second-party purchases and group registrations for agencies through phone, e-mail, in-person, and mail channels. Ensures accurate and timely processing of orders while delivering outstanding customer service. Uses a proprietary database to create and update student records, enter course enrollment and training material purchases, and process customer payments and refunds.
3. Performs clerical and administrative support functions for the Training Group in the customer service department. Provides work direction to office student assistants by establishing work procedures and schedules to expedite workflow. Issues written and oral instructions. Assigns duties and examines work for quality, promptness, and adherence to policies and procedures.

4. Processes all academic credit enrollments submitted by the College of Continuing Education (CCE) and maintains all student records associated with these enrollments. Submits official grading, after Director's review, to CCE for academic credit.
5. Analyzes, organizes, and administers office operations and procedures such as information management (correspondence, e-mail), task assignments, filing systems, and other related tasks that facilitate the operation of the customer service department.
6. Assists the Supervisor, Administrative Support, or designee, in managing projects within the office by tracking paperwork, scheduling tasks, and ensuring tasks are completed. Collaborates with the Supervisor, Administrative Support to develop and document new processes and procedures.
7. Works with the Supervisor, Administrative Support to resolve complex customer cases requiring research or nonstandard responses.
8. Promotes office productivity through appropriate use of software applications and office equipment.
9. Sets priorities for self and student assistants. Day-to-day work is performed independently, and work is supervised in terms of overall accomplishments. Projects often involve coordinating, prioritizing, and monitoring administrative support projects through to completion with accountability for end results.
10. Maintains confidentiality in all activities.
11. Provides backup support in all aspects of customer service department job functions including reception, grading, and shipping staff to ensure continuity of business processes.
12. Other job-related duties as required.

Note: This position vacancy is with University Enterprises Inc., an auxiliary organization of California State University, Sacramento. This is not a University position; the incumbent will be an employee of University Enterprises. *University Enterprises operates commercial enterprises on the California State University, Sacramento campus; it is responsible for grant and contract management and fiscal services for University research and sponsored programs and provides fiscal services to University related agencies and activities. University Enterprises is a non-profit corporation governed by a board of directors in conformance with the appropriate State of California codes and policy directives of the Board of Trustees and the campus administration.*

University Enterprises is an equal opportunity employer and is committed to an active nondiscrimination program. It is the stated policy of University Enterprises that all employees and applicants shall receive equal consideration and treatment. All recruitment, hiring, placement, and promotions will be on a basis of qualifications of the individual for the position being filled, regardless of race, color, religion, ancestry, national origin, age (over 40 years), sex, sexual orientation, marital status, medical condition (diagnosis or history of cancer)*, citizenship, veteran status, or physical or mental disability. Any persons who feel that they have been discriminated against in connection with an application for employment should contact University Enterprises' Director of Human Resources at (916) 278-7003. *As defined in Section 12926(F), Government Code 12990.

AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

In compliance with the Jeanne Clery Disclosure of Campus Security Police and Campus Crime Statistics Act, California State University, Sacramento has made crime reporting statistics available on-line at www.csus.edu/police/cleryact.htm. Print copies are available in the CSUS library and by request from the CSUS Office of Public Safety and the Office of the Vice President for Student Affairs.