

California State University, Fullerton
Human Resources

CLERICAL/ADMINISTRATIVE SUPPORT CHART

FACTORS	Administrative Support Assistant I <i>Entry Level</i>	Administrative Support Assistant II <i>Operational Level</i>	Administrative Support Coordinator I <i>Advanced Operational Level</i>	Administrative Support Coordinator II <i>Operational Level, Specialist, Paraprofessional, or Supervisor</i>
TYPICAL RESPONSIBILITIES	Clerical work assignments up to moderate complexity, with relatively short work cycles, involving standard clerical procedure and practices.	A full range of moderate to complex clerical and secretarial work assignments involving the use of judgment and discretion in support of an administrative or academic office or individual.	Coordination of the clerical and administrative support functions for an academic, special program or administrative office, and/or performance of the full range of secretarial and administrative support functions for an individual administrative head or small to medium-sized group.	Coordination of entire clerical and administrative support functions and/or performance of secretarial and administrative work in a large/complex academic, administrative or program office, and/or higher-level administrative office.
KNOWLEDGE	Basic knowledge of general clerical functions (e.g., filing, telephones, photocopying); and of department policies and procedures.	General knowledge of standard office functions; knowledge of procedures and practices; ability to use standard office software package.	Detailed knowledge of university infrastructure, policies and procedure in all areas; fully functional of all technical aspects of work; thorough knowledge of office systems; ability to use a broad range of technology, systems and packages.	Comprehensive and detailed knowledge of university infrastructure, policies and procedures in all areas; expert using all software packages; functions as office information technology specialist.
INDEPENDENCE	Direct supervision; specific oral and/or written instructions are provided as guidelines.	General supervision; responsible for work process; oral and/or written guidelines provided; apply rules regulations and procedures.	Ability to independently handle multiple priorities and projects; with limited supervision.	Coordinate day-to-day operational decisions with minimum supervision; work within general guidelines, which may not be directly applicable or may not be clear.
PROBLEM-SOLVING & DECISION-MAKING	Solve routine problems to complete a specific task, routine and standard office methods.	Solve routine problems of a repetitive nature; standard office methods and does not interpret policies.	Ability to solve operational problems; select best solution; determines own schedules and work priorities; make suggestions for process improvements; interpret oral and/or written guidelines to solve problems.	Troubleshoot complex and operational problems (e.g., leading, budget, equipment, space); analyze operational and procedural problems and develop, recommend, and evaluate proposed solutions.