

## MTH Department PSS Job Descriptions

*Revised Fall 2021*

### Academic Department Coordinator (C3)

#### Unit Head and Faculty Support

- Provide assistance to the Unit Head
- Assist with scheduling meetings, taking minutes, preparing spreadsheets, graphics, brochures and other materials as requested. Compiles and logically formats statistical data and reports.
- Provide support to 1<sup>st</sup> and 2<sup>nd</sup> year tenure track faculty, affiliate faculty, visitors and adjuncts including office space, keys, name plates and computer access.
- Assist with information regarding syllabi, textbooks, access to the Copy Center, and door schedules. Assist with questions on Banner, Digital Measures, and University policies.
- Manage/maintain Unit Head schedule.

#### Student Support

- Provide excellent administrative service to visitors and callers by providing answers to questions, solutions to problems or directions to resources and university policies ensuring the person connects with the resources or office.
- When appropriate, be the initial point of contact for student and faculty concerns, facilitate the initial stages of the student academic grievance procedures
- Provide support with bulk mailings, answering phones, maintain filing and recordkeeping systems. Receive information in various forms and determine the appropriate method of processing.
- Respond to emails and assist students with issues related to the Math Proficiency Exam
- Maintain the [mthdpt@gvsu.edu](mailto:mthdpt@gvsu.edu) email account, answer questions as appropriate or forward to appropriate faculty member
- Serve as student employee supervisor (train and oversee student workers, including student graders) and may act as lead worker for other PSS. Responsible for hiring student employees, coordinating hiring paperwork, developing work schedules, approval of student employee payroll and maintaining student employee records. Monitor funds allocated to student wages and adjust accordingly.

#### Process Support

- Coordinate with the unit head to develop and enter information for the academic schedule using course scheduling software, maintain department and faculty preferences, track and submit course changes authorized by the unit head, generate reports and assist in resolving conflicts.
- Monitor the department budgets and provide timely reports to the unit head. Responsible for reconciling budgets, maintaining accurate records, tracking expenses and assisting with fiscal year end activities. This may include managing department purchasing card(s) (including assisting with technology/PD materials orders), assisting with and submitting Travel and Expense Forms, tracking CSCE and FTLC funding and reimbursements, initiating budget transfers, processing invoices and entering requisitions, and ensuring all transactions are completed and documented.
- Perform and coordinate scheduling tasks and support services associated with preparing and making arrangements for major meetings, events, conferences, exhibits, travel, or other related duties for both internal and external contacts.
- Provide administrative support for personnel processes by organizing salary review data at the department level, faculty evaluations, and any additional departmental reporting in consultation and collaboration with the unit head.
- Coordinate/monitor grade processing. This includes mid-term grades, final grades, incomplete grades and grade changes.
- Disseminate information that may require explanation and interpretation of established university and College policies and procedures, and directs individuals to sources of additional information.
- ~~Maintain syllabi records for the department.~~
- Maintain and order supplies for the department.
- At times, act as a liaison between the unit head, Dean's Office, faculty, staff, students and outside organizations.
- Collaborate across and provide backup support to other CLAS units as needed.
- Other related duties or special projects as assigned including
  - Access and maintain department databases (i.e. LIFT evals, ACCESS database) and department files, including confidential files, department statistics, and equipment and computer inventory
  - Maintain the [mthdpt@gvsu.edu](mailto:mthdpt@gvsu.edu) email account, answer questions as appropriate or forward to appropriate faculty member
  - Provide clerical support for selected committees (personnel, merit review, search, student affairs committee), as needed
  - Assist faculty in sending mass emails, surveys/polls, room search and requests for courses and events
  - Coordination of office, keys, computer and phone for new faculty
  - Assist with key requests as needed

### **Secretary (C2)**

#### **Reception**

- Answer phones and assist visitors.
- Provide excellent administrative service to visitors and callers by providing answers to questions, solutions to problems or directions to resources and university policies ensuring the person connects with the resources or office.
- Provide appropriate clerical and problem-solving support to students and faculty.
- Organize and maintain brochures, handouts, and other information for students.

#### **Unit Head and Faculty Support**

- Maintain directory of faculty addresses, office locations, phone numbers, etc.
- Maintain master schedule (office hours, door schedules, etc.).
- Collect and maintain syllabi records for the department
- Assist C3 in processing and maintaining records related to travel and PD expenditures
- Process textbook orders; communicate with faculty about textbook selections; process desk copy orders
- Assign advisors to students
- Investigate pre-requisite error reports and contact faculty accordingly
- Support faculty with access and questions on email, Blackboard, Banner and other Grand Valley systems
- Assist with REU application and program support
- Collect and distribute papers (such as graded work) to students.
- Administer exams/assessments provided by faculty.
- Assist faculty with outgoing mail and shipments
- Assist faculty in sending mass emails, surveys/polls
- Assist faculty with printing and copies, including copy center jobs.
- Post one-time cancellation notices for faculty.
- Complete special projects as assigned by the Unit Head.

#### **Facilities**

- Assist the Unit Head and faculty with facilities and maintenance requests.
- Maintain paper in department printers and submit maintenance requests when necessary.
- Maintain department lost and found.

### **Student Worker**

- Reception: answer phones and assist visitors. Provide excellent administrative service to visitors and callers by providing answers to questions, solutions to problems, or directions to resources/faculty.
- Provide appropriate information, clerical support, and problem solving resources to students and faculty
- Collect and deliver mail.
- Collect and distribute Copy Center jobs.
- Assist faculty with printing and copies, including copy center jobs.
- Post relevant information and announcements to department bulletin boards.
- Post one-time cancellation notices for faculty.
- Complete special projects as assigned by the Unit Head, staff, or faculty members.