

WORKING TITLE	Project Support Services Coordinator (PSSC)
PAYROLL CLASSIFICATION	Administrative Support Assistant II N2202
DEPARTMENT	Office of Research and Economic Development (ORED) / CSULB Research
STATUS	Full Time (Benefitted / Non-exempt)
POSTING DATE	12/23/2024
POSITION NUMBER	2689

OVERVIEW

The Project Support Services Coordinator (PSSC) is a client-focused position designed to provide comprehensive support to CSULB faculty, Principal Investigators (PIs), and Project/Center Directors in the post-award administration of their projects. Under the direct supervision of the Project Support Services Manager (PSSM), the PSSC is responsible for coordinating financial transactions as well as supporting payment and purchasing processes for sponsored programs administered by the Office of Research and Economic Development (ORED).

ESSENTIAL JOB FUNCTIONS

- Maintain and manage the project support services resource email to ensure proper receipt and tracking of payment and purchase requests.
- Processing financial transactions for PIs on their restricted funds administered by ORED;
- Advising, instructing and supporting clients regarding payment policies and procedures and the various payments methods available;
- Acting as the client point of contact for all aspects of payments and purchasing, including but not limited to assembling claim forms and backup of documentation for the coding and processing of client and vendor invoices and reimbursement (travel claims, direct pay, purchase requisitions, P-cards, hospitality, etc);
- Reviewing payment requests for general compliance with University and Research Foundation policies while ensuring prompt expense turnaround;
- Routing travel authorizations and claims for sponsored program related trips for appropriate approvals and payment submission;
- Identifying and resolving issues regarding purchase orders, invoices and reimbursements and informing clients of processing delays and closures well as providing troubleshooting assistance to help resolve problems;
- Collaborating closely with Grant and Contract Administrators (GCAs) to assure compliance with relevant internal and external policies, procedures, and regulations;
- Ensuring accuracy and completeness of reimbursement/payment requests in preparation to secure required ORED approvals for transactions;
- Participating in team meetings and recommending changes for continuous process improvement for client services, the processing of reimbursements and expenditures;
- Informing the PSSM of new and repetitive problems and assisting in identifying potential solutions;

- Distributing and organizing of invoices, payment, and miscellaneous requests in a timely manner (i.e., purchase requisitions, travel and expense claims, and procurement card reconciliations);
- Securing allowability and appropriate approvals utilizing various methods of communication, as well as tracking and logging these items;
- Using established Accounts Payable and Purchasing functions to support and correspond with post award staff, PIs and grant projects;
- Assisting with maintaining and setting up project information using campus enterprise systems (i.e., Data Warehouse and PeopleSoft);
- Assist in the development and distribution of resources materials and notices related to the monthly PI reporting process administered by ORED.
- Updating various reports and documents relevant to project support services;
- Participating in relevant training opportunities offered to stay updated on payment/purchasing procedures and to ensure continued professional development;
- Cross-training within other classifications and departments that contribute to the business flow of ORED project support services will be expected;
- Other duties as assigned that may include tasks not listed in this position description.

EDUCATION, SKILLS AND ABILITIES

- High school diploma or equivalent;
- Two (2) years of previous experience working in an administrative capacity, preferably with direct University experience preparing purchase request and expense reimbursement at a department level or higher;
- Possess strong computer skills to navigate the internet and use online web-based systems, as well as office software systems;
- Intermediate to advance knowledge of enterprise reporting systems (i.e. Oracle, PeopleSoft, etc.).
- Thorough knowledge of processing purchase request, invoice and reimbursement processes, policies and procedures, required.
- Possess excellent organizational abilities with rigorous attention to detail to ensure all documents, including calculations, are accurate prior to forwarding information on to GCAs for allowability and /or AP for payment;
- Possess excellent time management and follow-up skills with all customers regardless of the situation or method;
- Excellent customer service support provided in a professional, timely, and consistent manner;
- Ability to communicate in a friendly, warm manner;
- Ability to successfully manage routine issues and, when necessary, escalate issues that cannot be resolved to management
- Ability to comprehend, comply and implement University and Research Foundation policies and procedures;
- Possess strong computer skills to navigate the internet and use online web-based systems as well as office software system;
- Possess a results-oriented attitude with the ability to work under pressure with conflicting priorities;
- Ability to work collaboratively within a high-paced, high-performing team
- Ability to work independently to complete projects in a timely and accurate manner;
- Ability to adapt to new situations and demonstrate flexibility to manage multiple tasks;
- Possess strong people skills to interact with a diverse customer base (staff, faculty, students and the public) in a friendly, courteous, initiative-taking and communicative manner by telephone, e-mail, fax or in person;
- Ability to show respect to others by listening and helping to solve problems or issues in a calm, professional manner;
- Ability to be diplomatic and keep a positive perspective in tense situations;
- Ability to manage stress associated with reviewing/processing a high volume of transactions/receipts;
- Ability to efficiently coordinate the Day-to-day essential functions of the position.

Must be able to accept constructive criticism, prioritize workload, be professional and dependable, interact positively with others and possess a friendly and outgoing personality. Regular, punctual attendance required. This position is employed through the CSULB Research Foundation. Employment is at-will.

POST OFFER BACKGROUND CHECK REQUIREMENT

A post offer background check (including a reference and criminal records check) must be completed, and the individual cleared, before they can start work with the CSULB Research Foundation. No information will be required prior to the offer of employment. Once an offer of employment is made, failure to complete the background check and receive clearance may affect the application status of a new hire individual and/or the continued employment of a current CSULB Research Foundation employee who has applied for/moved into a new position. Individuals working with minor children and/or the elderly will be required to renew their live scan fingerprinting and be cleared every twelve (12) months. Information obtained through the background check does not automatically disqualify an individual from employment.

GRANT FUNDED EMPLOYMENT

This position is restricted to the conditions set forth in the grant. Ongoing employment is contingent upon satisfactory job performance and continual renewal of grant money/availability of funds.

COMPENSATION RANGE: \$23.00 - \$26.00

FILING DEADLINE: Open Until Filled

NOTE: In order to be considered for this position, please submit the required information as soon as possible. The hiring committee will review applications, interview qualified candidates and close the position anytime on or after two (2) weeks from the posting date listed above. Removal of a position from our website is indication that the position has been filled.

APPLICANT PROCEDURE

Interested individuals should forward their cover letter, resume, and completed employment application referencing position number to the CSULB Research Foundation Human Resources Department in one of the following ways:

- By Mail/Delivery: 6300 State University Drive, Suite 332, Long Beach, CA 90815
- By Confidential HR Fax: 562. 985.1726
- By E-mail: FND-HR@csulb.edu (put Job# in the Subject line)

A separate application is necessary for each employment opportunity posting. The employment Application can be found alphabetically on our website at <https://www.csulb.edu/research-foundation>, under the Forms, then the Human Resources tab. It is the responsibility of the applicant to clarify on their application their ability to perform the job for which they are applying. Individuals requiring a reasonable accommodation in order to apply for this position should provide necessary information to the Director of Human Resources. Additionally, individuals invited to interview for this position should inform the Director of Human Resources at the time of invitation, of any requirements for a reasonable accommodation.

NOTICE

The CSULB Research Foundation does not discriminate on the basis of sex in its employment as required by Title IX of the Education Amendments of 1972, as amended, and Section 86.9 of the administrative regulations adopted by the Department of Education pursuant thereto, nor does it discriminate on the basis of race, color, religion, national origin (including language restrictions), sex (pregnancy or gender), sexual orientation, marital status, age, disability (mental and physical, including HIV and AIDS), ancestry, medical condition (cancer/genetic characteristics), denial of family and medical care leave, denial of pregnancy disability leave or reasonable accommodation or veteran's status (including Vietnam-era veterans) as required by other federal/state non-discrimination statutes, related administrative regulations and executive orders. Individuals selected for employment must provide proof of identity and employment eligibility as prescribed in

Title 8, United States Code, and Section 132A. We are an Equal Opportunity, Affirmative Action, and Title IX Employer. The CSULB Research Foundation is a 501 (c) (3) corporation that exists solely to support and advance the mission of CSULB. Employment with the CSULB Research Foundation rests solely with the CSULB Research Foundation and provides no rights or benefits of employment or any other kind, with any other organization. This includes but is not limited to: California State University Long Beach, the State of California, or the sponsoring agencies of any programs administered by the CSULB Research Foundation.

Please read and complete voluntary Applicant Affirmative Action Information Form below. Submit completed form with your resume and employment application to:

CSULB Research Foundation, Human Resources

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APPLICANT AFFIRMATIVE ACTION INFORMATION FORM

VOLUNTARY

Thank you for your interest in employment with our Company. The following questions about your race and gender and Protected Veteran status are included only because of government regulations. As an Equal Opportunity Employer, the Company does not use this information in its employment decisions, so whether or not you return this form has no effect on your application. To the extent we are a government contractor subject to the Vietnam Era Veterans' Readjustment Assistance Act of 1974, as amended by the Jobs for Veterans Act of 2002, we comply with requirements to take affirmative action regarding the employment of, and advancement in employment of, qualified Protected Veterans (disabled veterans, active duty wartime or campaign badge veterans, Armed Forces service medal veterans, and recently separated veterans). If you come within any of those categories, and would like to be included in our affirmative action program, you may tell us now or at any time in the future. We also invite you to tell us now, or at any time in the future, about any reasonable accommodations that you believe we could make which would better enable you to perform the essential functions of the job properly and safely. Submitting this information is **voluntary**. Providing it or declining to provide it will not affect your application or employment in any way. If you choose to submit the information, it will be kept confidential to the extent provided by law.

Name: _____

Date of application: _____

Position(s) applied for: _____

Gender: Male Female

Race/ethnic background (select one only):

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| Hispanic/Latino | Persons of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race. |
| White | Persons having origins in any of the original peoples of Europe, the Middle East or North Africa. |
| Black/African American | Persons having origins in any of the black racial groups of Africa. |
| Asian | Persons having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian Subcontinent, including for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand and Vietnam. |
| Native Hawaiian/Other Pacific Islander | Persons having origins in any of the peoples of Hawaii, Guam, Samoa, or other Pacific Islands. |
| American Indian/Alaska Native | Persons having origins in any of the original peoples of North and South America, (including Central America), and who maintain tribal affiliation or community attachment. |
| Two or more Races | Non-Hispanic persons who identify with more than one of the following five races: (1) White, (2) Black, (3) Asian, (4) Native Hawaiian/Other Pacific Islander, (5) American Indian/Alaska Native. |

VETERAN STATUS

a. Status: Select one of the following

I identify as one or more of the classifications of Protected Veteran listed below.

I identify as a veteran, just not a Protected Veteran.

I am not a veteran.

I do not wish to self-identify.

b. Protected Veterans are described as:

Disabled Veteran

Veteran entitled to VA-administered disability compensation for, or discharged from active duty because of, a service-connected disability, or who would be so entitled but for receipt of military retired pay.

Active Duty Wartime or Campaign Badge Veteran

Veteran who served on active duty during a war or a campaign or expedition for which a campaign badge has been authorized. List of eligible campaigns can be found at <http://www.opm.gov/staffingportal/vgmed-al2.asp>.

Armed Forces Service Medal Veteran

Veteran who, while on active duty, participated in a military operation for which an Armed Forces Service Medal was awarded pursuant to Exec. Order No. 12985.

Recently Separated Veteran

Veteran who served on active duty and was discharged or released from active duty within the last three years.

Please submit completed form with your resume and employment application to:

CSULB Research Foundation, Human Resources

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- **By Confidential HR Fax:** (562) 985-1726;
- **By E-mail:** FND-HRPAYROLL@CSULB.EDU (put Job# in the Subject line)