

IMPERIAL VALLEY COLLEGE

Staff Support Technician

BASIC FUNCTION:

Under direction of a Division Chair, plan, organize and coordinate the day-to-day operation of an assigned instructional division office in such a manner as to enhance and promote its overall efficiency and effectiveness; serve as secretary to the Division Chair and as a liaison between the Division Chair, other academic and support staff, students, other college representatives and the public; coordinate communications and the timely flow of paperwork; process materials not requiring the attention of the Division Chair; prepare financial and statistical reports and other documents using automated equipment.

DISTINGUISHING CHARACTERISTICS:

This classification is distinguished from other levels of the Staff Secretary series in that a Staff Secretary II independently coordinates the office services and activities of a large instructional division office under minimal direction of a Division Chair and also provides secretarial assistance and support to the Division Chair while a Staff Secretary I provides secretarial, clerical and office coordination support for a College division of moderate size and complexity. The Staff Secretary III supports a Manager of a District-wide multi-function operation.

REPRESENTATIVE DUTIES:

Provide support to relieve a Division Chair of administrative and technical detail; resolve problems within the division that do not require approval of management; orient Division academic and classified staff to Division and College policies and procedures.

Review directives and correspondence from other College departments, assess impact, ascertain required actions or changes and confer with Division Chair and/or other division instructional staff to obtain data, indications of probable conclusions, and projected completion dates.

Serve as liaison between/among Division and various College services to accomplish Division tasks and resolve procedural and/or documentation problems; work with Division Chair to determine appropriate actions or changes to existing policies and procedures; establish and revise work priorities or independently assure the timely completion of assignments.

Coordinate, organize, monitor and process the paper/work flow of the Division office; analyze, organize and facilitate office operations and procedures in a manner consistent with College policies and procedures.

Evaluate office production, revise procedures or devise new forms to improve efficiency of workflow; plan office activities and work projects and assign student workers or clerical assistants to carry out and complete specific projects and duties when available.

Learn and understand the logistics and instructional basis of assigned instructional division; maintain accurate and up-to-date-information regarding assigned instructional division program, schedules, staff, activities, classes, room assignments, and other college and District programs and services; assist in preparing the division class schedule; schedule classroom and facility use as required.

Enter and retrieve data from a computer terminal; obtain, input correct and formulate ALL schedule information; generate periodic computer reports related to Division activities; obtain reports involving student and other information.

Using the current college catalog and schedule as references, provide oral and written information to students, staff, other colleges and the general public concerning course offerings, registration, College standards and student support services; refer specific program inquiries to appropriate personnel.

Serve as receptionist/front desk contact for Division; establish and maintain positive staff and public relations; receive telephone calls and greet office visitors; provide detailed information requiring judgment and knowledge of pertinent programs and functions; receive verbal or telephone absence requests for academic or classified staff and post notices for students; ascertain the need for substitute staff; contact and secure substitutes as needed.

Maintain records of expenditures and budget balances; compile and consolidate information to prepare budgets, timekeeping and other fiscal reports; independently analyze data and prepare and maintain financial, statistical and narrative data, records and reports as assigned; contact Division Chair or other division staff to assure accurate and timely receipt or submission of data required.

Receive, screen, post, copy and distribute all e-mail as appropriate; receive, sort, screen and distribute U.S. and inter-district mail.

Determine need and prepare work orders pertaining to unexpected emergencies, facility needs and routine requirements; order, receive, store and issue office supplies; assure proper operation of computers, peripherals and other office equipment; request service and repairs as needed.

Compose, type, format, proofread, revise, generate, duplicate and distribute correspondence, reports, lists, summaries, contracts, forms, requisitions and other items to College offices, public agencies or other appropriate recipients.

Establish and maintain inter-related filing systems containing financial, statistical and student information; maintain confidentiality of sensitive information as appropriate; create and maintain a variety of automated and manual records and reports as required.

Maintain calendars and schedules of appointments, meetings and conferences for supervisor and other personnel as assigned; may arrange transportation and hotel accommodations and process required documentation; arrange and attend meetings and conferences as assigned; prepare agendas and background materials.

Train, supervise, direct and prioritize work activities of temporary, hourly or student office assistants as assigned; provide evaluation input to Division Chair for performance appraisals of office assistants as required.

Administer make-up examinations, post notices for instructors and prepare the Division textbook order.

Coordinate all faculty evaluations and ensure that applicable documentation is submitted to the Office of the Vice President for Academic Services.

Participate in special projects and events involving the instructional division as assigned.

Receive, review packing slips, verify information; generate purchase orders and obtain authorizations as appropriate; enter, update and revise data in computer system to reflect purchase order cancellations, provide information regarding change notices, and related actions.

Purchase standard goods and services as directed by the Dean, Director or Department Chair: research potential vendors, and suppliers, obtain and review catalogs, and obtain price and availability of products.

Coordinate the assembly of products with the Maintenance Department or vendor to set-up delivery and installation.

Prepare and maintain comprehensive records related to purchase orders, special orders, and retrieve data to generate reports as required.

Assist in obtaining quotations; communicate with vendors to obtain current prices, shipping and availability information as requested; place orders with vendors upon approval. Obtain the status of orders to secure the timely delivery of materials ordered.

Receive and process rush orders on request, transmit order via fax or email, negotiate prices with vendors, and work closely with accounts payable personnel to facilitate payment. Monitor and track invoices to resolve discrepancies, and correct errors to assure timely payments.

Review requisitions and provide information to the requesting department regarding availability of funds to assure cost is within budget limitation.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Modern office practices, procedures and equipment, including letter and report writing, financial and statistical record-keeping, receptionist and telephone techniques.
- Use and processing requisitions, purchase orders, invoices and related documents.
- Methods of invoicing including taxes and discounts.
- Shipping and receiving procedures.
- Research methods and techniques.
- Electronic telephone systems.
- Office management techniques.
- Correct English usage, spelling, grammar, punctuation and composition.
- Basic math.
- Telephone techniques and etiquette.
- Oral and written communication skills.
- Interpersonal skills using tact, patience and courtesy.

ABILITY TO:

- Read, interpret, apply and explain College and division policies, procedures and regulations, directives and reports.
- Compile information and compose routine reports, business correspondence and procedure manuals using correct English usage, grammar, spelling, punctuation and vocabulary.
- Perform multiple projects concurrently and meet fluctuating deadlines.

- Effectively present information in person or on the telephone.
- Learn quickly and apply procedures of assigned functions.
- Operate a microcomputer with electronic mail, scheduling, word processing, data base management and spreadsheet applications software.
- Prepare, review, verify, and process purchasing forms and documents.
- Communicate with vendors and District personnel to exchange information, resolve discrepancies, correct errors to expedite quotations.
- Obtain verbal and written quotations.
- Operate other office equipment such as a typewriter, copier, calculator, electronic telephone system, voice mail and facsimile machine.
- Operate an electronic keyboard at 45 words per minute
- Type, format, proofread, duplicate and distribute documents and other written materials.
- Train and provide work direction to others.
- Establish, review and revise work priorities effectively.
- Meet demanding schedules and multiple and conflicting timelines.
- Prepare and maintain accurate statistical and financial records.
- Plan, organize and schedule work.
- Establish and maintain effective and cooperative working relationships with others.
- Work confidentially with discretion.
- Relate effectively with people of varied academic, cultural and socio-economic background using tact diplomacy and courtesy.
- Complete work with many interruptions.
- Work effectively and independently with minimal supervision.
- Perform assigned work with speed and accuracy.
- Exercise good judgment and discretion in analyzing and resolving confidential, difficult and sensitive situations.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school including or supplemented by course work in secretarial science and three years of increasingly responsible secretarial or office coordination experience, including one year of purchasing experience, involving the operation of microcomputers using word processing, spreadsheet and data base management applications software.

WORKING CONDITIONS:

Work is typically performed in a community college instructional division office environment subject to continual interruptions. The work environment is sometimes noisy.

PHYSICAL DEMANDS:

Employees in this class regularly sit for long periods of time, use hands and fingers to operate an electronic keyboard or other office machines, reach with hands and arms, stoop or kneel or crouch to file, speak clearly and distinctly to answer telephones and to provide information; hear and understand voices over telephone and in person, see to read fine print and operate office machines, and lift, carry and/or move objects weighing up to 10 pounds. Incumbents frequently travel to other campus locations to attend meetings or to pick up or deliver materials.