

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: OFFICE SUPPORT SUPERVISOR

BASIC FUNCTION:

Under the direction of the Director of Business and Operations, plan, organize, coordinate and direct the Office Support Services and Print Shop functions to assure total campus support.

REPRESENTATIVE DUTIES:

Plan, coordinate and direct the operations of Office Support Services and Print Shop, involving a variety of equipment such as word processing software, offset presses, duplicators, high speed copiers, various high power equipment, paper cutters, drilling machines, switchboard console, postage meter and scale, bindery equipment, process camera and telephonic communication system. *E*

Prepare the budget for Office Support Services and administer approved budget. *E*

Supervise, train, evaluate and select Print Shop, Office Support Services personnel and other assigned staff. *E*

Formulate policies and procedures regarding department functions. *E*

Provide technical expertise, conduct workshops and office tours; respond to questions from administrators, faculty and staff regarding communications services; maintain current knowledge of telephone, mail and related communications methods, equipment, rules and regulations. *E*

Manage and oversee the telephonic communications system and services including repairs, long-distance services, monitoring of long-distance calls, monitoring of project billings and emergency shutdown procedures and coverage; conduct user training for digital telephonic equipment and Voice Mail adhering to established District protocol. *E*

Administer computerized call processing system; record, add, delete and purge information messages and greetings as necessary; maintain recorded information system and files; edit and create recorded information to be accessed by callers; design and implement digital telephonic equipment face plates; verify and authorize completion of Voice Mail contracts; distribute to Telephone Technician for implementation. *E*

Manage, oversee and monitor the preparation, processing and distribution of District, inter-District, campus mail and bulk mail; assure compliance with postal rules and regulations; approve masters of mailing pieces before printing; determine most cost-effective method of distribution. *E*

Confer with users to coordinate schedules and timelines, resolve problems, provide technical assistance and determine requirements in appropriate processes. *E*

March 1995

Ewing & Company

Provide technical advice to users on criteria for camera ready art work, half tones, dot structure, screens, solids and correct bindery setups. *E*

Process and verify completed work orders for accuracy and completeness; estimate job costs; compute and prepare charges; maintain production records and charge-back system. *E*

Establish work schedules; train and provide work direction to subordinate staff; operate equipment and provide assistance to areas as necessary to assure completion of work in a timely manner. *E*

Prepare and maintain reports, records and files as necessary; monitor expenditures. *E*

Oversee the preparation, revision and maintenance of current files for listed college courses. *E*

Attend staff and committee meetings; serve on appropriate college committees. *E*

Order and maintain materials and supplies such as paper, ink and chemicals; maintain the service and repair of Center equipment; schedule repair of equipment by District or outside sources; recommend selection of equipment to be purchased.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Types, capabilities and methods of operation of various word processors and related equipment, offset duplicating machines, telephone console equipment, mail room equipment and related office machines and equipment.

Modern office practices, procedures and equipment.

Record-keeping techniques.

Principles and practices of administration, supervision and training.

Interpersonal skills using tact, patience and courtesy.

Technical aspects of field of specialty.

Health and safety regulations.

Correct English usage, grammar, spelling, punctuation and vocabulary.

District organization, operations, policies and objectives.

Oral and written communication skills.

U.S. Postal regulations.

ABILITY TO:

Set up and operate word processing software, offset duplicating machines and related office machines and equipment.

Organize, coordinate and oversee the operations and activities of communications services including the District telephone system, call processing system and mailing department.

Read, interpret, apply and explain rules, regulations, policies and procedures.
Monitor and assure compliance with postal rules and regulations.
Perform minor maintenance and repairs of equipment.
Establish and maintain effective working relationships with others.
Meet schedules and time lines.
Plan and organize work.
Analyze situations accurately and adopt an effective course of action.
Train and supervise personnel.
Handle technical aspects and operation of related mechanical and electronic equipment.
Maintain records and prepare reports.
Communicate effectively both orally and in writing.
Make arithmetic calculations quickly and accurately.
Work independently with little direction.
Work cooperatively with others.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: college-level course work in computerized graphic arts and desktop publishing or related field and four years experience providing support services in a production environment and telephonic communications system including one year of experience providing work direction to others.

WORKING CONDITIONS:

ENVIRONMENT:

District Office Support Services and Print Shop environment.
Noise from equipment operation.

PHYSICAL ABILITIES:

Bending at the waist.
Stooping and crouching.
Dexterity of hands and fingers to operate a computer keyboard and other office and Print Shop equipment.
Sitting and operating a keyboard to enter data into a computer terminal for extended periods of time.
Dexterity of hands and fingers to operate a computer keyboard.
Lifting moderately heavy objects.
Hearing and speaking to exchange information over the telephone or in person.

HAZARDS:

Extended viewing of computer monitor.
Chemical fumes.
Working around hazardous equipment.