

## **SOUTHWESTERN COMMUNITY COLLEGE DISTRICT**

### **CLASS TITLE: OFFICE SUPPORT SERVICES COORDINATOR**

#### **SUMMARY DESCRIPTION**

Under direction of the Office Support Supervisor, oversee the day-to-day activities and operations of assigned services and activities of the Office Support Services unit; receive, prioritize, distribute, and coordinate word processing/duplicating requests; and train, assign, and review the work of assigned Office Support Services personnel.

#### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Coordinate and oversee the day-to-day activities and operations of assigned services and activities of the Office Support Services unit including the Copy Center; coordinate and maintain office schedules and back-up schedules for assigned areas including those for student workers and hourly workers. **E**
2. Coordinate and perform a variety of support functions requiring knowledge of the department, its policies, terminology, and automated office procedures; operate various department equipment; provide assistance to others to assure completion of orders in a timely manner. **E**
3. Receive, prioritize, distribute, and coordinate word processing/duplicating requests; confer with users to coordinate schedules and time lines; provide technical assistance and information; clarify requirements and final product; determine appropriate processes of production; prepare production instructions and establish priorities; check status of work requests as necessary; assure requests are completed in an accurate and timely manner and meet standards of quality. **E**
4. Train, assign, and provide work direction to assigned Office Support Services personnel and student workers; train department staff including in the operation of various equipment, word processing software, and high speed copier operations as well as in applicable processes and procedures. **E**
5. Create, revise, maintain, and publish office procedures for assigned services and operations. **E**
6. Monitor inventory of office supplies; requisition supplies as needed to maintain adequate inventory level of paper stock, comb binding, and other supplies for Office Support Services operations, services, and activities. **E**
7. Coordinate and assist in the District's mail processing function; assist with the preparation of the District's annual postage budget; monitor and assist with tracking of the postage budget; assist with contacting departments when postage accounts are depleted; update various tracking reports. **E**
8. Coordinate and assist in the administration of the District's phone mail system; create adjunct phone mail boxes; contact departments for updates; maintain current listing and post listing to public folder; reset phone mail boxes as necessary; assist with system training and troubleshooting; review incoming phone mail contracts and process for system forwarding; request name recording once completed; send out service alerts as phone mail system fills. **E**
9. Contact departments with new employees for departmental information on console and directory. **E**

**SOUTHWESTERN COMMUNITY COLLEGE DISTRICT**  
**Office Support Services Coordinator - *Continued***

10. Oversee monthly telephone billing; monitor international billing; coordinate file maintenance; perform telephone billing as necessary. *E*
11. Process monthly billing of business cards, copy center duplicating, self-service duplicating, and special services billing; provide and maintain monthly and annual reports. *E*
12. Perform skilled word processing and desktop publishing from notes and rough copies. *E*
13. Coordinate, train, and assist staff with posting information for instructors to Blackboard. *E*
14. Proofread rough draft material and final copies; check materials for grammar, punctuation, and correct format; assure accuracy and completeness of all work. *E*
15. Maintain permanent and computerized records regarding work production, changes, and other related duties and projects; prepare, maintain, review, and submit copy center production reports; assist with Call Data Recording reports as needed. *E*
16. Coordinate and oversee departmental imaging projects; oversee final document storage and hard copy destruction. *E*
17. Serve as liaison to Print Shop staff for work requests requiring offset press duplications; determine duplication work requiring high-speed copying, color copying, or offset press duplication; resolve issues and concerns involving Office Support Services staff and coordination with the Print Shop. *E*
18. Review work from print shop for correct sequencing as necessary. *E*
19. Maintain confidentiality of information processed as appropriate. *E*
20. Assist in the servicing and routine maintenance of department equipment as needed; contact off campus companies to schedule equipment maintenance and repair.
21. Direct the Office Support Services and Print Shop in the absence of the Office Support Supervisor.
22. Perform related duties and responsibilities as required.

**KNOWLEDGE AND ABILITIES**

**Knowledge of:**

Office management principles and methods.

Principles and practice of providing training and work direction.

Office Support Services unit operations, practices, and procedures.

Office procedures, methods, and equipment including computers and applicable software applications including purpose, function, operation, technical aspects, and application of word processing and desktop publishing software and related computer programs.

Various formats and styles.

Principles and procedures of record keeping.

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

Oral and written communication skills.

District organization, operations, policies, and objectives.

Technical aspects of field of specialty.

Automated office systems.

**SOUTHWESTERN COMMUNITY COLLEGE DISTRICT**  
**Office Support Services Coordinator - *Continued***

Operating characteristics of a variety of department machines and equipment.  
Interpersonal skills using tact, patience, and courtesy.

**Ability to:**

Oversee the day-to-day activities and services of Office Support Services unit.  
Receive, prioritize, distribute, and coordinate word processing/duplicating requests.  
Train, assign, and review the work of assigned Office Support Services personnel.  
Perform complex and specialized word processing and related duties with a minimum of direction in a concise, accurate, and timely manner.  
Provide assistance to users and others in the scheduling, prioritizing, and timely completion of word processing/duplicating requests.  
Direct Office Support Services and Print Shop operations in the absence of the Office Support Supervisor.  
Operate office equipment including computers and supporting word processing and desktop publishing software.  
Use and quickly learn new office support technology systems and software packages.  
Apply interpersonal skills using tact, patience, and courtesy.  
Spell correctly and use proper grammar and punctuation.  
Type at a rate of speed necessary for successful job performance.  
Maintain records and logs.  
Understand, interpret, apply, and explain applicable rules, regulations, policies, and procedures.  
Handle difficult and sensitive situations.  
Perform minor maintenance repairs to equipment.  
Plan and organize work to meet schedules and short time lines.  
Work cooperatively with others.  
Work independently with little or no direction.  
Work confidentially with discretion.  
Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.  
Communicate clearly and concisely, both orally and in writing.  
Establish and maintain effective working relationships with those contacted in the course of work.

**EDUCATION AND EXPERIENCE**

Any combination equivalent to: graduation from high school including or supplemented by training in automated office equipment or a related field; and four years of increasingly responsible word processing/duplicating experience.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; exposure to excessive noise from equipment operation; possible exposure to dissatisfied individuals.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office

**SOUTHWESTERN COMMUNITY COLLEGE DISTRICT**  
**Office Support Services Coordinator - *Continued***

equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction.

**Hearing:** Hear in the normal audio range with or without correction.

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