## SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

# CLASS TITLE: OFFICE SUPPORT SERVICES COORDINATOR

#### **BASIC FUNCTION:**

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

#### **REPRESENTATIVE DUTIES:**

Coordinate and oversee the day-to-day activities of District Office Support Services operations; receive, prioritize, distribute and coordinate word processing/duplicating requests; assure requests are completed in an accurate, quality and timely manner. E

Confer with users to coordinate schedules and time lines; provide technical assistance and information, clarify requirements and final product and determine appropriate processes of production. E

Train, assign and provide work direction to assigned Office Support Services personnel and student workers; prepare production instructions and establish priorities; check status of work requests as necessary. *E* 

Coordinate and perform a variety of support functions requiring knowledge of the department, its policies, terminology and automated office procedures. E

Monitor inventory of office supplies and requisition as needed to maintain adequate inventory level of paper stock, comb binding and other supplies for Office Support Services. E

Maintain and repair database; receive and forward telephone repair requests to appropriate personnel. E

Operate various department equipment and provide assistance to others to assure completion of orders in a timely manner. E

Maintain working knowledge of phone mail and mail distribution procedures. E

Perform skilled word processing and desktop publishing from notes and rough copies. E

Proof read rough draft material and final copies; check materials for grammar, punctuation and correct format. E

September 1997 Ewing & Company Maintain permanent and computerized records regarding work production, changes and other related duties and projects. E

Serve as liaison to Print Shop staff for work requests requiring offset press duplications; determine duplication work requiring high-speed copying or offset press duplication; resolve issues and concerns involving Office Support Services staff and coordination with the Print Shop.

Train college staff in the operation of word processing software and high speed copier as needed.

Maintain confidentiality of information processed as appropriate.

Assist in the servicing and routine maintenance of department equipment as needed; contact off campus companies to schedule equipment maintenance and repair.

Direct the Office Support Services and Print Shop in the absence of the Office Support Manager.

Perform related duties as assigned.

#### **KNOWLEDGE AND ABILITIES:**

## KNOWLEDGE OF:

Principles and practice of providing training and work direction.

Office Support Services department operations, practices and procedures.

Purpose, function, operation and application of word processing equipment and supplies.

Various formats and styles.

Modern office practices, procedures and equipment.

Record-keeping techniques.

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.

Operation of a variety of department machines and equipment.

#### ABILITY TO:

Oversee the day-to-day activities of Office Support Services operations.

Receive, prioritize, distribute and coordinate word processing/duplicating requests.

Train, assign and review the work of assigned Office Support Services personnel.

Perform complex word processing and related duties with a minimum of direction.

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 Manager.

Establish and maintain effective working relationships with others.

Communicate effectively both orally and in writing.

Work confidentially with discretion.

Understand and follow oral and written directions.

Perform a variety of duties with constant interruptions.

Spell correctly and use correct grammar and punctuation.

Operate various word processing equipment and software applications.

Meet schedules and short time lines.

Perform minor maintenance repairs to equipment.

Operate a computer keyboard accurately at 70 net words per minute.

Maintain records and logs.

Handle difficult and sensitive situations.

#### **EDUCATION AND EXPERIENCE:**

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

### WORKING CONDITIONS:

## **ENVIRONMENT:**

Office Support Services center environment.

Excessive noise from equipment operation.

# PHYSICAL ABILITIES:

Sitting and operating a computer terminal for extended periods of time.

Dexterity of hands and fingers to operate a computer keyboard and peripheral equipment.

Lifting light objects.

Bending at the waist.

Hearing and speaking to exchange and provide information on the telephone or in person.

#### HAZARDS:

Extended viewing of computer.

APPROVED BY THE GOVERNING BOARD ON November 12, 1997