

SUPPORT CENTER TECHNICIAN

BASIC FUNCTION

Performs a diverse range of tasks in support of the mailroom and other central services; maintains mailroom equipment and mailboxes; assists faculty and staff in mail-related matters; performs copy jobs; delivers materials to the warehouse; and assists in inventory work.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. May provide lead direction to temporary staff and/or student workers.

CLASS CHARACTERISTICS

This classification is responsible for providing operational support to the District's mailroom and other central services such as the copy center and warehouse. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the department.

EXAMPLES OF TYPICAL JOB FUNCTIONS

1. Receives and processes incoming and outgoing mail according to the United States Postal Service (USPS) and District guidelines and deadlines; responds to questions from faculty and staff on mailing procedures for all business delivery service providers.
2. Sets up mailbox operations for each new semester; notifies District staff of the arrival of supplies and equipment; delivers mail from campus mailroom to departments and other locations; and maintains activity records.
3. Ensures mailroom equipment is properly maintained for reliable operations; performs minor repairs and/or arranges for repair and maintenance services; orders and receives supplies.
4. Prepares materials for copying; sets up copiers according to specifications; operates digital high-speed copiers and related equipment used in production duplicating jobs; ensures appropriate copy exposure and size settings; maintains copy logs and delivers to departments.
5. Cleans, adjusts, and performs routine maintenance on copier equipment according to prescribed procedures; makes minor repairs and adjustments as necessary; orders and loads supplies.
6. Ensures quality control of production by proof checking completed copy jobs to make sure all customer specifications are met.
7. Prepares and maintains production records and inventory of copier supplies; records job specifications and production costs using computer database or other methods.
8. Assists in warehouse activities; receives, stores, inventories, and distributes materials and supplies; maintains records of activities.
9. Provides operational support to the communication services center; checks student and instructor drop boxes; distributes assignments; checks and routes voicemail communications.
10. Maintains workplace in a clean and safe manner.
11. Maintains a friendly and supportive atmosphere for students, staff, faculty, and the public.
12. Participates in District-provided in-service training programs.
13. Performs other related duties as assigned: specific duties not listed does not exclude them for this classification if the work is similar or related.

QUALIFICATIONS

Knowledge of:

1. Operations and services of mail and business document service providers and timelines associated with their use.
2. Standard mail receipt and distribution practices used in a centralized mail center.
3. Operational characteristics and routine maintenance practices of mailroom equipment.
4. Operational characteristics of a diverse range of high-speed copiers and related equipment.
5. District purchasing policies and procedures.
6. Principles and practices of customer service.
7. Methods and techniques of laying out document production jobs.
8. Methods and techniques of troubleshooting and diagnosing routine copy machine malfunctions.
9. Basic inventory techniques.
10. Recordkeeping practices.
11. Basic arithmetic.
12. Safe work practices.

Ability to:

1. Receive, process, and deliver incoming and outgoing mail and packages.
2. Ensure the mailroom is properly set up and all equipment is in optimal working condition.
3. Maintain inventory and reorder supplies as needed.
4. Operate a diverse range of high-speed copy equipment and peripheral devices.
5. Prioritize and schedule production jobs.
6. Demonstrate effective customer service skills.
7. Perform quality control to ensure compliance with customer specifications.
8. Clean, adjust, and perform routine maintenance on copier equipment.
9. Understand and follow oral and written instructions.
10. Maintain accurate logs, records, and basic written reports of work performed.
11. Effectively use computer systems, software applications relevant to work performed, and business equipment to perform a variety of work tasks.
12. Communicate effectively in the course of performing work tasks.
13. Establish, maintain, and foster effective working relationships with those contacted in the course of work.
14. Demonstrate clear evidence of sensitivity and understanding of the diverse academic, socio-economic, disability, and ethnic backgrounds of students, staff, and the community.
15. Provide efficient, high-level customer service to the public, vendors, contractors, and District personnel.

Education and Experience:

Completion of the twelfth (12th) grade and two (2) years of general clerical or administrative experience; or an equivalent combination of education, training, and/or experience.

Licenses and Certifications:

A valid driver's license and proof of insurability may be required to drive a District or personal vehicle.

PHYSICAL DEMANDS

Must possess mobility to work in a mailroom and printshop setting containing mailroom and reprographic machines and to use specialized equipment. Frequent standing in and walking between work areas is required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate the above-mentioned equipment. Employees in this classification stand, bend, stoop, kneel, and reach to process mail, operate machinery, and handle print jobs. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds with the use of proper equipment and/or assistance from staff.

The essential functions of this classification must be performed by the incumbents with or without reasonable accommodations.

ENVIRONMENTAL CONDITIONS

Employees work in a mailroom or printshop environment with moderate to high noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Due to the nature of work, employees may come into contact with fumes, dust, and/or odors and may be exposed to mechanical and electrical hazards due to moving parts of the reprographic equipment. Employees may interact with upset individuals in interpreting and enforcing departmental policies and procedures.