

JUNE 2016
FLSA: NON-EXEMPT
SALARY: GRADE E
CBA DESIGNATION: CLASSIFIED BARGAINING UNIT

RIVERSIDE COMMUNITY COLLEGE DISTRICT

COLLEGE SUPPORT SERVICES TECHNICIAN

BASIC FUNCTION: Under the general supervision of the Campus Administrative Support Center Supervisor, provides assistance and information regarding programs, procedures, and services of the College to visitors, students, faculty, administrators, staff, the public-at-large, and callers of the College/District. Performs a variety of routine general clerical work; and provides assistance for the daily operations of the Administrative Support Center (Copy Center, Mailroom, ParScore, and Switchboard).

REPRESENTATIVE DUTIES:

1. Serves as a liaison and initial information source for the Administrative Support Center for students, faculty, staff, administrators and the public at-large.
2. Operates multiple-line telephone system for the College and District offices; provides numbers and/or routes callers to the appropriate personnel or department.
3. Gathers information concerning College/District events from a variety of sources including the websites for the District and three colleges, newspaper and college publications to disseminate information to the public as required.
4. Utilizes database software in maintaining staff directory for switchboard use to update office and individual phone extensions.
5. Prepares and maintains accurate database records; compiles and exports monthly statistical reports; troubleshoots staff data entry problems.
6. Prioritizes and schedules work and adjusts production as required to accommodate customer deadlines and maintain operational efficiency.
7. Operates high speed/high volume digital copier in the production of classroom and college materials; prepares complex materials for copying, setting up copiers according to specifications; responds to inquiries about the multifunctional copying processes, job layout and schedules.
8. Maintains an in-depth knowledge of copyright laws and policies concerning reproduction of printed material in compliance with all District policies, rules and regulations.
9. Accepts mail, sorts, distributes, and delivers incoming and outgoing mail according to United States Postal Services and District guidelines.
10. Maintains records of all special mailings, including overnight mail, international mail, and certified mail, retrieves and distributes packages with recipient signature.
11. Assists in inventory control by maintaining inventory logs.
12. Scans exams, surveys, and evaluations using ParScore; prints and emails reports for instructors.
13. Prepares training materials and updates staff regarding operational procedures.
14. Performs other duties, related to the position, as assigned.

EDUCATION: Graduation from high school or GED equivalent is required.

EXPERIENCE: One year of general clerical work or college business training is required. Experience in the operation of an electronic switchboard or completion of recognized training in the operation of a state-of-the-art telephone system is required. Prior high speed/high volume digital copier operation experience is desired.

LICENSES/CERTIFICATIONS: None

KNOWLEDGE OF:

- Modern office practices and procedures;
- Current office machines and technology;
- Current spreadsheet and/or database software.

ABLILITY TO:

- Ability to communicate effectively both orally and in writing;
- Understand and use proper telephone etiquette;
- Use interpersonal skills effectively, including tact, patience, and courtesy;
- Perform clerical work, including operating and maintaining high speed/high volume digital copiers;
- Operate a variety of office machines and equipment.

CONTACTS: Co-workers, other departmental staff, students, other school districts, and the general public (in person or by phone).

PHYSICAL DEMANDS: Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 pounds. May require occasional travel.

ENVIRONMENTAL ELEMENTS: Employee works in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employee will spend extended periods of time at a switchboard.

OTHER: Must have evidence of sensitivity to and understanding of the diverse academic, socio-economic, cultural, disability and ethnic backgrounds of community college students, staff and the community.

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodations to employees with disabilities. For more information, contact (951)222-8039.