

**RIVERSIDE COMMUNITY COLLEGE DISTRICT
CLASSIFIED POSITION DESCRIPTION**

JOB TITLE: Support Center Technician

BASIC FUNCTION: Under the supervision of the area Dean, maintains campus mailroom, equipment, and mailboxes; orders supplies; takes inventory, copy jobs and warehouse deliveries; and deals with faculty, students and staff on mailroom issues.

PROVIDES WORK OR LEAD DIRECTION TO: Not applicable.

REPRESENTATIVE DUTIES:

1. Accepts processes and dispatches the mail according to United States Postal Service and District guidelines, goals and deadlines.
2. Sets up mailbox operation for each new semester.
3. Answers routine questions or gives out standard information regarding mailing procedures (UPS, Fed-Ex, DHL, and United States Postal).
4. Orders, controls and distributes supplies.
5. Delivers mail and notifies personnel of arrival of supplies, equipment, etc. from campus mailroom to Departments and other locations as needed.
6. Secures tests and quizzes for full-time and adjunct faculty as requested by faculty.
7. Operates office machines, including high volume-duplicating equipment.
8. Maintains copy records for campus Departments and distributes reports accordingly.
9. Cleans, adjusts, and performs routine maintenance on copier equipment according to proscribed procedures; makes minor and adjustments as necessary; and loads supplies.
10. Orders toner and staples when needed for OCE Copier; calls Ose Department when copier needs maintenance.
11. Makes copies for department and instructors assigned to the College.
12. Keeps a log of all requisitions for copies sent to Riverside Campus for processing (tracks when job was sent to Riverside and when it was returned to campus).
13. Retains operating procedures in compliance with all District policies, rules and regulations (i.e., copyrights).
14. Serves as liaison for Communication Services Center with area Dean of Instruction as needed.
15. Assists in the receiving, storage, inventory, and distribution of materials, supplies and equipment.
16. Maintains records of all Warehouse, UPS, and Fed-Ex, etc. deliveries and pick ups.
17. Assists Inventory Control at Riverside Campus in maintaining campus PO log, inventory log system, and department notification w/signatures of merchandise received.
18. Uses a word processing system to input a variety of documents for the instructional and administrative areas.
19. Proofreads and checks the completeness and accuracy of all materials produced prior to final print to ensure correct grammar, punctuation and spelling of the final documentation.
20. Answers routine questions or gives out standard information; answers the telephone.
21. Assists with the general activities with in the Communication Services Center.

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22. Maintains a log of word processing jobs on diskettes and prepares an index of diskettes for storage and retrieval purposes.
23. Logs incoming work, distributes documents, tracks work to completion.
24. Maintains budget control for printing, office supplies and postage; prepares supply order for the campus, Communications Service Center.
25. Maintains clean working environment and area for faculty and staff members.
26. Checks students' drop box for instructors and distributes student's assignment into instructor's mailbox.
27. Checks voicemail for instructors daily and places all messages from students into instructor's mail box.
28. Participates in District-provided in-service training programs.
29. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
30. Performs other duties, related to the position, as assigned.

EDUCATION: Graduation from high school or GED equivalent.

EXPERIENCE: Two years experience closely related to the duties and responsibilities of the position are required.

LICENSES/CERTIFICATIONS REQUIRED: Must have a valid California driver's license, and have (and maintain) an insurable driving record acceptable to the District's insurance carrier, is required.

KNOWLEDGE OF: Mailroom equipment; current office practices and procedures; and outside mail services.

ABILITY TO: Spell correctly and use good grammar; follow directions; make simple math computations; community orally and in writing; and maintain effective working relationships with others.

PHYSICAL EFFORT: Requires the ability to exert some physical effort, such as walking, standing, and lifting. Must be able to lift up to 50 pounds.

OTHER: Candidate must demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students, staff and the community.

CONTACTS: Workers, other department personnel, instructors, and students.

WORKING CONDITIONS: Normal office environment.

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.