Office Services Supervisor, Foothill College

BASIC FUNCTION:

Under the direction of an assigned supervisor, plan, organize, and direct the day-to-day office operations of the Office Services area, including the Print Shop, Mailroom, Switchboard and Administrative copiers.

REPRESENTATIVE DUTIES:

1. Supervise Office Services area, which includes the Print Shop, Mailroom, Switchboard, and office equipment.
2. Supervise and evaluate the performance of assigned staff, interview and select employees and recommend transfers, reassignment, termination and disciplinary actions; plan, coordinate, and arrange for appropriate training of subordinates; provide/arrange for coverage in areas of supervision.
3. Provide administrative support to the Vice President of Educational Resources and Instruction; schedule meetings.
4. Supervise student travel office; distribute and receive student travel forms; train staff on student travel procedures; ensure proper forms are filled out; follow-up with staff on missing or incomplete forms; collaborate with Risk management on student travel procedural improvements.
5. Coordinate campus key distribution; maintain campus key cabinet, master keys, employee key cards, and request forms; work with District locksmiths to resolve key problems and requests for re-keying, and to maintain security of keys and access to keys.
6. Audit WSCH numbers for Open Enrollment and Positive Attendance course.
7. Research and recommend new equipment purchases; negotiate with equipment vendors on equipment needs, pricing, and maintenance contracts, troubleshoot and repair Office Services equipment; arrange for service as necessary; and train staff on equipment use.
8. Maintain proper supply level for Office Services equipment; maintain and create new user accounts for Office Services copiers, postal machine, and other equipment.
9. Coordinate with the US Post Office on mail delivery times and services; monitor and track postage usage; analyze post trends; advise on appropriate and most economical mailing methods; coordinate mailbox updates for staff and programs.
10. Monitor budgets; process charge backs for Office Services copiers, postage machine, and Print Shop; maintain funds and process check requests or general post account, business reply account, and bulk mail accounts.
11. Provide staff with technical assistance and training on phone and voice mail systems.
12. Update phone directory database in switchboard console.
13. Process and check timesheets for accuracy for Office Services and Educational Resources staff.
14. Respond to and address issues/complaints/suggestions regarding the Office Services area.
15. Perform related duties as assigned.
KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

1. District organization, operations, policies and objectives.
2. Principles of training and providing work direction.
3. Modern office practices, procedures, and equipment.
4. Operation of a computer and other office equipment.
5. Oral and written communication skills.
6. Financial and statistical record-keeping techniques.
7. Interpersonal skills using tact, patience, and courtesy.
9. Postal regulations and procedures.
10. Printing equipment and procedures.
11. Switchboard equipment and procedures.

ABILITY TO:

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, cultural, disability, religious background and sexual orientation of community college students, faculty, and staff.
2. Oversee the day-to-day operations of the Office Services area.
3. Train, supervise and evaluate personnel.
4. Meet schedules and time lines.
5. Communicate effectively both orally and in writing.
6. Establish and maintain cooperative and effective working relationships with others.
7. Maintain records and prepare reports.
8. Work independently with little direction.
9. Operate a computer and assigned office equipment.
EDUCATION AND EXPERIENCE:
Any combination equivalent to: Associate's degree in a related field, and five years related work experience.

WORKING CONDITIONS:

ENVIRONMENT:
1. Office environment.
2. Constant interruptions.

PHYSICAL ABILITIES:
1. Hearing and speaking to exchange information.
2. Dexterity of hands and fingers to operate a computer keyboard.
3. Seeing to read various materials.
4. Sitting or standing for extended periods of time.

DATE APPROVED: April 11, 2002
RANGE: N-57
EEO-CATEGORY: H-50