

DESERT COMMUNITY COLLEGE DISTRICT

BUSINESS SERVICES SUPPORT TECHNICIAN/OPERATOR

BASIC FUNCTION

Under the direction of the Director of Business Services, perform duties of college telephone operator; perform clerical duties in support of and as back-up to Business Services staff; maintain inventory database for district purchases; and perform other duties as required.

REPRESENTATIVE DUTIES

1. Perform duties of college operator using proper telephone etiquette; receive incoming assistance calls; determine routing and direct calls; provide information to the public as requested. *E*
2. Create and maintain electronic imaging database of Administrative Services permanent records; scan documents and record images into database. *E*
3. Maintain database for district assets; review purchases for new assets; assign and affix asset identification number to new equipment; update database with new assets; compile data and reconcile year end reports. *E*
4. Schedule rooms in the facilities database for college activities, events and meetings and any outside facilities rental requests; compile data to be entered into the facilities use master calendar of events on the college intranet. *E*
5. Perform a variety of clerical duties including data entry of financial information; collect and compile data for reporting purposes; provide back-up support as required. *E*
6. Provide back-up to the district mail technician; receive and sort mail; distribute posted mail and general mail to mailboxes; pick up and deliver mail; operate postage machine. *E*
7. Maintain established webpage for Business Services; maintain currency of information; post new and delete dated material and information. *E*
8. Perform other duties as assigned.

KNOWLEDGE AND ABILITIES

Knowledge of: Telephone techniques and etiquette; customer service practices and principals; applicable computer software including email and scheduling, word processing, spreadsheets, and database management; record keeping techniques including alpha and numeric filing systems; correct English usage, grammar, spelling, punctuation and vocabulary; interpersonal skills using tact, patience and courtesy; and modern office methods and practices.

Ability to: Perform a wide variety of clerical duties; assemble diverse data for the preparation of reports; maintain complex and varied files and records; learn campus locations and department functions and personnel; operate a variety of office machinery including a computer and applicable software such as email and scheduling, word processing, spreadsheets and database management; input and extract data; communicate effectively both orally and in writing to exchange information in person and over the telephone; multi-task; establish and maintain cooperative and effective working relationships with others; bend at the waist; kneel, crouch or reach to tag equipment; sit or stand for extended periods of time; lift or move up to twenty-five (25) pounds.

EDUCATION AND EXPERIENCE

Any combination equivalent to graduation from high school and two (2) years increasingly responsible clerical experience including one (1) year involving public contact and multi-line phone system.

WORKING CONDITIONS

Environment: Office environment with constant interruptions.

EMPLOYMENT STATUS

Bargaining Unit Position

E=Essential Functions

Range 8

Adopted 10/05