West Valley - Mission
Community College District

Class Specification

Office Coordinator

Classified Position (Non-Exempt Status)
Classified Office, Technician & Business Services Salary Schedule – Range 59

Definition

To perform responsible administrative and secretarial duties for a program director; to represent the assigned program office with district staff and the public; and to provide administrative and technical support to assigned projects and programs.

Distinguishing Characteristics

This is the journey level in the single level Office Coordinator class. Positions in this class are distinguished from other classes by providing responsible administrative support to a program director. Individuals in this position must keep multiple tasks on schedule and use tact and judgment.

Supervision Received and Exercised

Receives direction from an assigned program director.

May exercise technical and functional oversight over assigned clerical staff.

Examples of Essential Duties

Duties may include, but are not limited to, the following:

- Perform a wide variety of responsible administrative and secretarial duties for an assigned program director; research and compile routine administrative projects.
- Establish and coordinate office activities and schedules; establish methods for office and front counter operations; implement office policies and procedures; develop and recommend office procedures and systems; ensure smooth office operations; may function as office manager.
- Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various status reports on operations and activities.
- Participate and assist in the development and administration of an assigned budget; prepare budget reports; compile annual budget requests; monitor and control expenditures; identify and resolve budget discrepancies.
- Research and compile background data; perform routine and special administrative activities and projects; prepare independent draft documentation; maintain records and files regarding administrative activities; prepare agendas for a variety of meetings, committees, and groups.

- Coordinate and implement assigned program activities of an operational area of assignment; prepare status reports, statistical reports, and documents related to program activities.
- Review, verify, and process documents related to administrative and program activities such as invoices, contracts, grants, claims, legislation, and other specialized documents; review and verify compliance with district and/or program regulations.
- May provide follow up to assignments given to staff by an assigned program director; provide status reports to an assigned program director; assist in coordinating and producing reports.
- May order and purchase supplies for administrative operations; perform accounting functions related to ordering supplies, equipment, and services; make budget transfers as appropriate.
- May maintain time card and payroll records; maintain administrative files and records for personnel including employee evaluations and disciplinary actions.
- May serve as initial point of contact and source of information for students, program participants, outside vendors and organizations, and/or members of the public.
- May provide technical and functional oversight of assigned clerical staff; plan, prioritize, assign and review the work of staff involved in providing clerical support.
- May hire, orient, train, schedule, and assign and direct the work of hourly employees.
- Respond to letters and general correspondence not requiring the attention of supervisory staff.
- Receive and distribute incoming mail and email; review and evaluate mail and email to identify those items requiring priority attention; receive telephone calls and provide assistance to callers using judgment as to calls requiring escalation.
- Interpret and explain district and program policies, rules and regulations in response to inquiries; refer inquiries as appropriate; assist in developing office policies and procedures in order to meet program and organizational objectives.
- Coordinate and make travel and meeting arrangements; maintain appointment schedules and calendars; arrange meetings and conferences.
- May assist with and participate in program outreach and marketing functions, including designing and producing marketing materials or attending outreach events and presentations.
- Provide administrative support for assigned task forces, committees, commissions and boards; review and summarize miscellaneous reports and documents; prepare background documents as necessary.
- Monitor and maintain office supplies and equipment including printers, copiers, and computers; contact vendors and/or district facilities staff for repairs as needed; assure maintenance of common spaces for appearance and functionality.
- Build and maintain positive working relationships with co-workers, other district employees, and the public using principles of good customer service.
- Foster an environment that embraces diversity, integrity, trust and respect.
- Be an integral team player, which involves flexibility, cooperation and communication.
- Perform related duties as assigned.

Minimum Qualifications

Knowledge of

- Organization, procedures, and operating details of an office.
- Principles and practices of routine research and project planning.
- Principles and practices of office management and records management.
- Pertinent federal, state, local, and district laws, ordinances, rules, regulations and mandates.
- Principles and methods of business letter and report writing.
- Methods and techniques of budget monitoring and basic accounting.
- Modern office practices, procedures and computer equipment and standard office software.
- English usage, grammar, spelling, punctuation and vocabulary.

Ability to

- Plan, oversee, and implement activities related to an office.
- Intermittently, review and evaluate documents related to program operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve issues for the public and with staff.
- On a continuous basis, sit at desk for long periods of time or stand at public counter; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone; write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

- Research, interpret and apply federal, state, district and campus laws, regulations, rules, and policies.
- Coordinate and organize timely workflow while maintaining effective and highly cooperative relationships.
- Think critically and independently.
- Learn and effectively utilize a variety of specialized software and database systems applicable to program area.
- Direct the work of hourly and/or student workers.
- Type at a speed necessary for successful job performance.
- Work confidentially with discretion.
- Work effectively to meet demanding schedules and multiple timelines.
- Compose complex correspondence and prepare preliminary reports.
- Maintain official and complex records and files.
- Use sound judgment in recognizing scope of authority.
- Operate and use modern office equipment including computers and applicable software.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Utilize appropriate safety procedures and practices for assigned duties.
- Communicate effectively orally and in writing.
- Relate effectively with people of varied academic, cultural and socio-economic backgrounds using tact, diplomacy and courtesy.
- Establish and maintain effective, cooperative, and collaborative working relationships with others.

Experience and Education

Any combination of experience and education that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience

Two years of responsible office administrative support experience, preferably in an educational environment, or two years of experience similar to an Office Assistant with the West Valley-Mission Community College District.

Education

Equivalent to the completion of the twelfth grade, supplemented by college level coursework in business or a related field.

EEO Category: Clerical/Secretarial
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