

Job Description/Title: Division/Unit Office Manager → Unit Office Manager, A&R
Approved, Bargaining Unit President: 3/14/08
Approved, MPC Associate Dean, Human Resources: 2/28/2008
Board Approved: 6/24/08

MONTEREY PENINSULA COLLEGE

UNIT OFFICE MANAGER, ADMISSIONS AND RECORDS

Job Summary

Under general direction, perform a wide variety of complex and responsible support and technical activities related to the responsibilities of Admissions and Records. Receive minimal supervision and make routine decisions within a broad framework of standard policies and procedures. Coordinate the office's activities, perform office management duties; exercise good judgment and problem solving skills in the application and execution of department decisions and procedures; explain college policies, procedures, standards and requirements; establish and maintain good public relations with staff, students, and the community at large.

EXAMPLES OF FUNCTIONS

Essential Functions

Essential Functions may include, but are not limited to the following:

Provide complex and routine office, technical and administrative detail work which may include, but is not limited to: production of reports and documents including flyers, letters, mailing lists, posters, manuals, memos, minutes, and other items using a variety of computer software and office equipment. Set up and maintain electronic and hardcopy files of Admissions and Records documents. Proof, edit and monitor office forms each semester. Coordinate the imaging of the Instructor Class Rosters and the boxing of student records and instructor files for storage.

Process administrative detail not requiring the immediate attention of the supervisor and initiate projects as needed; assist supervisor with special projects as assigned. Coordinate and implement a variety of services, both on and off campus, that are specific to the business of Admissions and Records, including program review. Monitor and review a variety of data for completion and conformance with established regulations and procedures.

Serve as a source of information regarding the policies and procedures of the Admissions and Records Department and how they are applied. Serve as liaison with administrative offices and students. Maintain and update the Office Procedures Manual. Monitor department-applicable changes in Title V and the Education Code and maintain currency of knowledge.

Prepare, coordinate, and schedule the office staff at the Information Window; train and coordinate temporary staff.

Manage the student grade reporting process: enter and update grades; scan final grade reports and transfer to the Santa Rosa System; change incomplete grades as required; process and file Change of Grade forms; monitor submission of grades and notify instructors if grades are late.

Assist in the registration process: run reports of classes, maintain course rosters by instructor, and monitor instructors' submission of required information; download electronic applications for admission, coordinate entry in MPC system and notify students; coordinate distribution and registration of contract classes; coordinate and process refund requests.

Assist faculty with the requirements of the Admissions and Records Department, such as rosters, grades and grade changes. Contact faculty as necessary.

Assist in the development and maintenance of department budgets, including but not limited to supplies, equipment repair, purchasing; provide budget management assistance as needed; maintain a supply of commonly used office/instructional supplies, and order as necessary.

Coordinate hosting of workshops and meetings related to the Admissions and Records Office.

Facilitate mail/package/printshop service to Admissions and Records.

Monitor and review a variety of data for completion and conformance with established regulations and procedures.

Other Duties

Perform other related duties, as assigned.

Participate on committees as required.

EMPLOYMENT STANDARDS

Education and Experience

Any combination of education, experience and training that would indicate possession of the required knowledge, skills and abilities listed herein. For example: completion of approximately two years of college level course work, or the equivalent, in office administration or a related field, and three years of administrative experience providing advanced knowledge and skills in current and efficient office procedures and techniques.

Knowledge

Knowledge of: general functions, policies, rules and regulations of a complex organization such as a community college; budget processes, current office methods and practices including filing systems, receptionist and telephone techniques; a variety of word processing, spreadsheet and/or database programs as needed to fulfill the requirements of the job.

Abilities

Ability to: understand and independently carry out oral and written instructions; prioritize tasks and do several tasks simultaneously; accurately and efficiently use a variety of word processing, spreadsheet and/or database programs to create/produce letters, reports, spreadsheets and other documents as needed to fulfill the requirements of the job; learn and successfully use new software programs as required to fulfill the requirements of the job; use appropriate and correct English spelling, grammar, and punctuation; perform arithmetical calculations with speed and accuracy; learn and successfully apply current/new office policies and procedures; analyze situations and make decisions on procedural matters without immediate supervision; communicate effectively in both oral and written form; efficiently use a variety of office equipment as needed to fulfill the needs of the job; maintain security and confidentiality of records and information; establish and maintain effective work relationships with those contacted in the performance of required duties; demonstrate an understanding of, sensitivity to and appreciation for, the academic, ethnic, socio-economic, disability and gender diversity of students and staff attending or working on a community college campus.

Physical Effort/Work Environment:

Light to moderate physical effort; occasional standing and walking; periodic handling of lightweight parcels of up to 15 pounds. Indoor work environment.