

Job Description/Title: Unit Office Manager, Information Services

Approved, CSEA: 6/16/2022

Approved, Chief Human Resources Officer: 6/16/2022

Board Approved: 6/22/2022

Compensation: CSEA Schedule, Row 18

MONTEREY PENINSULA COLLEGE

UNIT OFFICE MANAGER, Information Services

Job Summary

Under the direction of the Director of Information Services, perform a wide variety of complex and responsible support and technical activities related to the responsibilities of the Information Services Department (ISD). Update and maintain technical documentation. Work on special projects, as assigned. Coordinate ISD activities, perform office management duties; exercise good judgment and problem-solving skills in the application and execution of ISD decisions and procedures; understand 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 statistical reports; creation of flyers, posters, signs, maps, announcements and manuals; produce and process mass email announcements, letters, memos, minutes, and other items using a variety of computer software and office equipment. Set up and maintain electronic and hard copy files of assigned ISD document.
- Answer phone, enter helpdesk tickets. Take notes at Technology Committee Meetings. Schedule meetings for Director, I.S. Reconcile CalCARD statement. Create purchase requests (PR). Monitor helpdesk for unassigned and overdue tickets. Create and maintain IT calendar(s) tracking scheduled time off, submission dates, tracking projects
- 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 programs and services both on and off campus that are specific to the business of the ISD, 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 Monterey Peninsula College and ISD and how they are applied. Serve as liaison with administrative offices, on and off campus organizations.
- Maintain ISD office equipment for staff use, ensuring adequate supplies and trouble-shooting malfunctions; arrange for needed repairs of all equipment.
- Assist in the development and maintenance of the ISD budgets, including but not limited to office supplies, equipment repair, purchasing, maintenance agreements, provide budget management assistance as needed. Manage ISD office budget.
- Initiate personnel action forms and other required forms for department personnel; enter information into systems as required; maintain confidential information and internal files.
- Maintain a supply of commonly used office and instructional supplies, and order as necessary.

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 and 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 and 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 parcels or supplies up to 35 pounds. Indoor work environment.