

VICTOR VALLEY COMMUNITY COLLEGE DISTRICT

CLASS TITLE: CLERICAL TECHNICIAN II

FLSA STATUS: NONEXEMPT

BASIC FUNCTION:

Under the direction of an area administrator perform a wide variety of skilled administrative, secretarial, and technical clerical duties in support of the administrator and the department's personnel, programs and services.

DISTINGUISHING CHARACTERISTICS:

Clerical Technician II incumbents perform a wide variety of skilled administrative, secretarial, and technical clerical duties to support an administrator and the department's programs and services. Incumbents in the Clerical Technician I classification perform a variety of responsible technical clerical duties to support an assigned department with little responsibility for the administrative/secretarial support of an administrator.

REPRESENTATIVE DUTIES:

Perform skilled administrative and secretarial duties and assist the supervisor with a variety of technical clerical and routine administrative duties; perform technical administrative duties to support department program and services. *E*

Coordinate activities of assigned office between the supervisor and staff, the public or other District officials; schedule and coordinate the activities of other personnel in assigned office as required.

Review and proof documents, records and forms for accuracy, completeness and conformance to applicable rules and regulations; maintain confidential records and files; compose routine correspondence independently or from brief oral instructions from the supervisor. *E*

Operate computer equipment for the preparation and maintenance of a variety of documents, correspondence, reports and related materials; operate a variety of standard office equipment; utilize word processing or other software as required by the position. *E*

Collect and compile statistical and financial data and other information for inclusion into special and periodic reports; compose reports, letters and other written materials as directed. *E*

Run a variety of queries on student database system related to student grades, registration and class enrollment; distribute to faculty and staff as needed; input and maintain data in database; provide enrollment progress updates to management. *E*

Monitor student documentation to ensure students are eligible for participation in various

College programs and services; contact students and follow up on issues relating to continued student eligibility.

Provide assistance and troubleshooting for District online records and registration system as assigned; reset user IDs and passwords for students and faculty; assist faculty to input grades into the system; instruct and guide students through registration and payment processes and other related services available through online system. *E*

Communicate information in person or by telephone where judgment, knowledge and interpretation of departmental policies, procedures and regulations are necessary; communicate with and assist students, faculty, parents and the general public.

Assist in monitoring budget and expenditures and maintaining financial records; order and maintain office supplies and other materials. *E*

Develop flyers, bulletins and other informational pieces to notify the College and the public of departmental events, operations, programs and services.

Receive, open and distribute mail; receive visitors, arrange travel, schedule appointments, answer telephone calls and refer to appropriate staff members.

Train and provide work direction to others as assigned; ensure timesheets are accurately and timely sent to Payroll.

Provide other technical departmental assistance as required.

Establish and maintain positive staff and public relations.

Arrange and schedule a variety of meetings and conferences.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Correct operations, procedures and methods of department to which assigned.

Modern office practices, procedures and equipment.

District organization, operations, policies and objectives.

Financial and statistical record-keeping techniques.

Modern database and spreadsheet programs.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Receptionist and telephone techniques.

ABILITY TO:

Perform a wide variety of secretarial, technical, and clerical duties in support of assigned

administrator and department.

Assemble diverse data and prepare clear and concise reports.

Maintain complex and varied files and records.

Learn, apply and explain policies, procedures, regulations and other guidelines of departmental operations.

Type at 60 words net per minute from clear copy.

Interpret and apply specific rules, policies and procedures of the office or program to which assigned.

Operate a variety of office equipment such as a copier and facsimile machine.

Operate a computer terminal to enter data, maintain records and generate reports.

Provide effective customer service including a high level of sensitivity, tact and patience.

Establish and maintain cooperative and effective working relationships with others, including those from diverse academic, socioeconomic, cultural, ethnic and disability backgrounds.

Provide work direction and guidance to others as assigned.

Work confidentially with discretion.

Assist with budget development and control.

Work independently with little direction.

Communicate effectively both orally and in writing.

Meet schedules and time lines.

Prepare reports, correspondence and related materials.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by college-level course work in business, secretarial science or related field and four years of responsible secretarial and clerical experience.

WORKING ENVIRONMENT AND PHYSICAL DEMANDS:

Disclosure:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Normal Office Environment:

While performing the duties of this job the employee is regularly required to use hands to type or handle materials, sit and view a computer monitor for extended periods of time, and hear and speak to communicate and provide information to others. The employee is occasionally required to reach and bend, and lift, carry, push, or pull up to 35 pounds.

While performing the duties of this job, the noise level in the work environment is usually quiet.

Incumbents may be exposed to contact with dissatisfied or abusive individuals.