

**RIVERSIDE COMMUNITY COLLEGE DISTRICT
CLASSIFIED MANAGEMENT POSITION DESCRIPTION**

JOB TITLE: Director, Administrative Support Center

BASIC FUNCTION: Under the supervision of the area Associate Vice Chancellor, provides centralized copying, word processing, mail, and telephone switchboard services to the faculty and staff of the Riverside Community College District; manages the operation of the Center as well as supervises and leads Center personnel to effectively supply assigned support to the District personnel.

SUPERVISORY RESPONSIBILITIES: Supervises and directs Warehouse Supervisor, Copy Center Operator, Document Services Technicians, Document Services Coordinator, and Mailroom Coordinator.

REPRESENTATIVE DUTIES:

1. Directs the activities of the department and prioritizes resources.
2. Oversees budget controls for the department, including expenditures as well as “charge-backs” to other departments.
3. Sets up department policies and standard operating procedures that effectively support the Center’s mission, and ensures that these practices comply with District policies, rules, and regulations.
4. Establishes priorities and procedures for timeliness and quality control; plans and schedules, coordinates and directs work to ensure smooth, accurate and timely workflow, products and services.
5. Evaluates staffing, financial, equipment, facility, and supply needs for the Center and makes proposals or takes action to provide for these requirements.
6. Makes recommendations and decisions on hiring, retention, and dismissal of Center staff; prepares and communicates employee evaluations; and resolves personnel and human relations issues pertaining to Center staff.
7. Provides education and training that prepares Center employees to effectively perform their assigned duties.
8. Develops and administers the Center budget by planning and forecasting funds to ensure that the Center can support District needs; prepares and controls purchase orders and invoices.
9. Ensures needed maintenance for equipment, and requests adequate facility resources for Center personnel, equipment, and supplies.
10. Plans, orders, and controls Center supplies to ensure availability and to protect against waste or abuse.
11. Researches, studies and investigates new mailing service, word processing, duplicating and reprographics, and computer technology for possible application to the Center in order to ensure the best current and future support for faculty, staff and the District; requests new equipment and updates, when applicable.
12. Provides technical assistance and information to staff and faculty; ensures that Center personnel provide appropriate customer service; serves as liaison between the Center and other personnel, offices, departments and campuses as well as outside vendors and contractors.
13. Serves as a member of the Management Association.
14. Maintains an understanding of current ideas, research and practices pertaining to the areas of responsibility for this position, through continued study and participation in professional organizations.
15. Performs other related responsibilities as may be assigned.

EDUCATION: A Bachelor's degree from an accredited institution in Business, Office Administration, or a related field.

EXPERIENCE: Three years of management-level experience in administrative services department/commercial company providing office support, document processing and copying services or at least five years experience in this type of environment is required.

LICENSES/CERTIFICATIONS REQUIRED: None.

KNOWLEDGE OF: Management principles and practices, current document processing and layout software, emerging technologies, on-demand copying/publishing and customer service processes. Skills in supervising personnel, problem solving, written and oral communication, interpersonal relationships.

ABILITY TO: Analyze service trends and changing technology demands, communicate with a diverse client base and work as a member of a service-oriented team in an educational environment.

OTHER: Must have evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students (E.C. 87360a).

CONTACTS: Co-workers, faculty, administration, and vendors.

WORKING CONDITIONS: Normal office environment.

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodations to employees with disabilities. For more information, contact (951) 222-8039.