

**RIVERSIDE COMMUNITY COLLEGE DISTRICT
SUPERVISOR POSITION DESCRIPTION**

JOB TITLE: Campus Administrative Support Center Supervisor

BASIC FUNCTION: Under the supervision of the area Vice President of Business Services, responsible for overseeing the overall operation of the Riverside Campus Administrative Support Center activities and providing leadership in the areas of the mailroom, copy center, and information support.

SUPERVISORY RESPONSIBILITIES: Supervises and directs work assignments of classified staff, student and short-term workers.

REPRESENTATIVE DUTIES:

1. Manages and supervises the day-to-day operation of the Riverside Campus Administrative Support Center.
2. Develops plans, coordinates, and prioritizes workload and work areas to ensure smooth workflow.
3. Coordinates Center activities between the campus and the System Offices.
4. Serves as a contact person with students, faculty, and staff for center operations.
5. Makes decisions and recommendations on hiring, retention, and dismissal of student and hourly staff.
6. Serves as the resource person for the Center, providing training, assistance, and information to staff members.
7. Develops campus Center policy in compliance with all District policies, rules and regulations.
8. Communicates with campus and District personnel to provide assistance and information regarding Center policies and procedures.
9. Responsible for quality control of all material processed through the Center.
10. Ensures appropriate customer service is provided to faculty and staff by the clerical staff.
11. Serves as liaison with faculty and staff, working with other departments on campus.
12. Serves as a member of the Management Association.
13. Maintains an understanding of current ideas, research and practices pertaining to the areas of responsibility for this position through continued study and participating in professional organizations.
14. Develops and implements organized and systematic processes for operational efficiency.
15. Performs analysis and develops tracking and control systems over utilization of center resources.
16. Responsible for the department budget, recordkeeping and reports for the riverside Campus Administrative Support Center.
17. Performs other related responsibilities as may be assigned.

EDUCATION: An associate degree from an accredited institution.

EXPERIENCE: Three years experience in an administrative services department providing office support, document processing and copying services using current technologies such as on-line request services is required.

LICENSES/CERTIFICATIONS REQUIRED: None.

KNOWLEDGE OF: Current document processing and layout software, emerging technologies, on-demand copying/publishing and customer service processes. Possess skills in supervising personnel, problem solving, written and oral communication, interpersonal relationships. Knowledge of record keeping and on-line systems is preferred. Analytical and basic accounting skills are preferred.

ABILITY TO: Supervise personnel, problem solve, provide training in customer service, interface with the campus community in a positive way, use desktop technology, develop efficient and cost effective on-line processes, perform basic accounting functions, analyze service trends and changing technology demands; communicate with a diverse client base; embrace new ideas and technology; 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, staff, 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.