

Citrus College

Position Description

Position: CDC Office Coordinator	Position Number:
Department/Site:	FLSA: Non-exempt
Evaluated by:	Salary Range: 32

Summary

Organizes, coordinates, leads, and performs responsible and complex secretarial and clerical duties for a high volume office such as the Child Development Center. The Office Coordinator has functional responsibility for coordinating clerical support and customer service activities over a large staff of clerical positions.

Distinguishing Career Features

The CDC Office Coordinator provides direct support to the Principal of a school site or equivalent office and serves in a partial leadership role to run a high volume office. Advancement to Office Coordinator from Administrative Clerk III requires compliance with the qualifications of the position including a demonstrated ability to lead a large staff that provides a variety of clerical support and outreach. Advancement from this position is possible to higher administrative support, admissions and records, and financial aid positions based on need and compliance with the job qualifications.

Essential Duties and Responsibilities

- Organizes, coordinates, assigns, and performs a variety of office activities ranging from enrollment, records, reports to parent participation, referral, and assistance with subsidies.
- Coordinates and performs student parent registration of children into the childcare program and maintenance of up-to-date-records and schedules. Ensures that children are qualified for the program, both financially and health-wise. Ensures that children have immunizations and have met other requirements for enrollment.
- Coordinates with other departments such as CalWORKS, EOP&S, financial aid, and academic sections to share information for student records and status, solve problems, and enhance retention.
- Prepares from rough drafts or verbal instructions, a variety of materials including schedules, letters, memoranda, requisitions, lists, bulletins, reports and statistical data.
- Performs special projects. Assists with research of libraries, business transactions, meeting recollections, employee and student records, etc., to compile reports for administration or to regulatory or governing agencies.
- Prepares numerous periodic reports mandated by funding agencies for financial, program and attendance details. Researches, compiles, and organizes data in formats that are accepted by external agencies.

- Assists in the preparation of annual budgets. Organizes budget and financial material to monitor expenditures and maintains accurate fiscal records for a variety of programs. Maintains files that support budget and expense activity.
- May prepare accounts receivable invoices for services provided by the Center.
- Processes academic and classified payroll information to fiscal services. Maintains accurate absence records and reports with respect to personnel.
- Arranges meetings. Notifies participants, prepares agenda and materials, records minutes and/or recollections, prepares summaries, and distributes as directed.
- Requisitions, receives, stores and distributes supplies and office materials. Maintains materials and equipment inventory.
- Serves as a resource for other Administrative Clerks, filling in to balance workload, solving difficult transactions, and researching files and records to resolve discrepancies.
- Greets visitors, staff, and student parents in person or over the telephone, ascertains nature of business and provides standard information related to area of assignment.
- Provides special assistance to student parents, including those with special needs. May introduce students to other services and college support.
- Maintains records and files of documents processed for ready access and compiles various reports according to well-defined operating procedures. Maintains confidentiality of private information processed or received during the course of performing assigned duties.
- Provides training and work direction and guidance to clerical staff and volunteers parent participants.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

- **Knowledge and Skills**

The position requires an in-depth working knowledge of the policies, procedures, work practices, and techniques used in the Child Development Center. Requires in-depth knowledge of office practices, procedures and equipment, including filing systems, receptionist and telephone techniques, and letter and report writing. Requires a working knowledge of the procedures used in accounting, budget, purchasing, and payroll transaction processing, and statistical record keeping. Requires a working knowledge of personal computer-based software programs that support this level of work, including but not limited to word processing, spreadsheet, and specialized database software used in education and funding

agencies. Requires business mathematics skills to compute sums and statistics. Requires sufficient skill using the English language, grammar, spelling, punctuation, proofreading/editing, to prepare original correspondence. Requires sufficient human relations skills to orient and train team members, convey technical information to others, and use patience in dealing with a diverse population.

- **Abilities**

Requires the ability to independently perform all of the duties of the position. Must be able to coordinate, organize, lead and perform office, secretarial, and clerical work with speed and accuracy. Must be able to interpret, explain and apply College and program policies, rules, and objectives. Requires the ability to plan, organize and prioritize work in order to meet schedules and timelines. Requires the ability to analyze situations and accurately and adopt an effective course of action. Requires the ability to communicate positively with parent students, and staff in sometimes confrontational or stressful situations.

- **Physical Abilities**

Must be able to function indoors engaged in work of primarily a sedentary nature. Requires the ability to use near vision to write and to read printed materials and computer screens. Requires the ability to use hearing and speech for ordinary and telephonic conversation and to hear sound prompts from equipment. Requires ambulatory ability to sit, often for long periods of time, move about campus locations, and to reach work materials. Requires manual and finger dexterity to type/keyboard and/or operate mouse and/or otherwise operate a microcomputer and other equipment.

- **Education and Experience**

The position requires a high school diploma supplemented by college-level course work in general office practices and five years of progressively responsible clerical and record keeping experience in an area substantially similar to the job assignment.

- **Licenses and Certificates**

May require a valid driver's license.

- **Working Conditions**

Work is performed in an office environment with minimal exposure to loss-time accidents. The office supports a high volume of activity and is dominated by interruptions and conversational noise.