

July 2013

SANTA BARBARA COMMUNITY COLLEGE DISTRICT

CLASS TITLE: EDUCATIONAL PROGRAMS SUPPORT SPECIALIST

BASIC FUNCTION:

Under the direction of an assigned administrator, perform a variety of complex and technical clerical accounting and administrative duties in support of the Educational Programs Office of the college, relieving the administrator of these details. Confirm teaching loads for all Educational Programs faculty; data entry and maintenance in multiple enterprise level systems; primary liaison to Payroll, IT, Human Resources and Scheduling Office regarding faculty pay and assignments.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Perform a variety of complex and technical clerical accounting and administrative duties in support of the Educational Programs Office of the college. Maintain accuracy of teacher load unit (TLU) data in multiple systems and distribute information to department chairs, Payroll and Human Resources.

Research, compile and verify a variety of data and information related to Educational Programs faculty TLU's. Perform a variety of clerical accounting duties requiring mathematical computations and entering formulas in spreadsheets. Prepare related special reports and projects as requested.

Serve as primary liaison to Payroll, IT, Human Resources and Scheduling Office regarding faculty pay and assignments. Maintain and monitor TLU system for Educational Programs adjunct faculty teaching load at CE and main campus locations. Maintain TLU banking system for faculty.

Distribute payroll authorization forms to Educational Programs adjunct and contract faculty, Payroll, Scheduling Office and Human Resources. Verifies Dual Enrollment faculty are paid properly. Verifies accuracy of teaching assignments, TLUs and calculation of payments based on the formulas used to determine proper compensation for the faculty member.

Provides assistance to the administrator in performing a wide-range of administrative and detailed clerical assignments such as preparation of agendas, documents for meetings, scheduling, correspondence, and communication. Conducts research to gather information regarding a variety of topics. As appropriate, takes initiative to resolve issues independently to reduce workload of administrator and administrative assistant. Assures smooth and efficient office operations.

Extensive email, telephone and in-person contact with administrators, staff, students, representatives from other colleges, businesses, and public agencies. Serve as informational resource, relieving the administrator from performing these tasks; provides assistance or directs inquiries to appropriate staff; exercise independent judgment in resolving a variety of issues; refer difficult issues to the administrator; provide technical information related to programs or department operations and related standards, requirements, laws, rules, regulations, policies and procedures.

Compose, independently or from oral instructions, note or rough draft, a variety of materials such as inter-office communications, forms, letters, instructional materials, memoranda, surveys, announcements, bulletins, agenda items, lists, manuals, programs, certificates, schedules, catalogs, brochures, labels, fliers, notices, newsletters and other materials.

Maintain records, logs, reports, filing systems related to Educational Programs Office as assigned.

Receive, sort and distribute mail as required; prepare and distribute informational materials and bulk mailings; contact others to request documents as needed.

Operate a variety of office equipment including calculator, copier, fax machine, typewriter, computer, and assigned software.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Terminology, practices and procedures of Educational Programs Division.

Organization, operations, policies, objectives and activities of Educational Programs Division.

Modern office practices, procedures and equipment.

Spreadsheet software tools and database management tools.

Record-keeping and filing techniques.

Detailed clerical accounting work.

Telephone techniques and etiquette.

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

Mathematical calculations to perform basic calculations and enter data into formulas. Interpersonal skills using tact, patience and courtesy.

Detailed data maintenance.

Database maintenance and data retrieval.

ABILITY TO:

Problem solve independently.

Apply critical thinking skills with significant attention to detail.

Perform mathematical calculations.

Perform clerical accounting tasks.

Perform a variety of complex and technical clerical and administrative duties.

Coordinate flow of communication, correspondence and information for administrator.

Understand and resolve issues, complaints or problems.

Answer telephones and greet the public courteously.

Complete work timely with many interruptions.

Meet schedules and time lines.

Compile and verify data, prepare related reports.

Work independently with little direction or supervision.

Communicate effectively both orally and in writing.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and four years increasingly responsible clerical or administrative experience involving clerical accounting, significant attention to detail and frequent public contact.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Constant interruptions.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a variety of office equipment.

Hearing and speaking to exchange information in person and on the telephone.

Sitting or standing for extended periods of time.

Mobility to perform related duties.

Seeing to read a variety of materials.

Bending at the waist, kneeling or crouching to file materials.

Reaching overhead, above the shoulders and horizontally.