

## OFFICE COORDINATOR

### GENERAL DESCRIPTION OF CLASS

Under the direction of an administrator or manager, performs a variety of highly complex administrative responsibilities in the day-to-day operations and activities of an administrative and/or division office; coordinates, oversees, and directs office functions and activities to ensure effective and efficient office operations; supports and leads a wide variety of special projects and/or events involving District programs and services. The Office Coordinator exercises a high level of independent judgement, confidentiality, decision-making, and problem-solving skills in the execution of the assigned responsibilities. The Office Coordinator may relieve the administrator or manager of administrative matters when necessary.

### DISTINGUISHING CHARACTERISTICS

The Office Coordinator performs a wide variety of difficult, advanced, responsible, sensitive, and confidential office administrative support functions for a senior level manager and the office or division assigned. The Office Coordinator exercises independent judgment while carrying out the essential responsibilities in support of the senior level manager and/or area of assignment.

The Office Coordinator is distinguished from the Administrative Assistant in that the latter classifications support a manager, department, and/or program. The incumbents perform moderately complex, technical, and specialized administrative responsibilities exercising limited independent judgement while following well-established guidelines, policies, and procedures related to the area of assignment. The Administrative Assistant exercises detailed knowledge of the District, department, and/or program rules, policies, and procedures related to the area of assignment.

The Office Coordinator is distinguished from the Administrative Assistant to the Dean in that the latter classification supports a Dean and the day-to-day operations and activities of the assigned office. The Administrative Assistant to the Dean exercises a high level of independent judgment, confidentiality, decision-making, and problem-solving skills in the execution of the assigned responsibilities and area of assignment.

**REPRESENTATIVE DUTIES:** The duties recorded below are representative of the duties of the class and are not intended to cover all the duties performed by incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this class. The essential duties of the class are indicated with an asterisk\*.

1. Organizes, coordinates, directs, and oversees the activities of an assigned office, department or program to ensure efficient and effective operations; coordinates office and program communications; assists the assigned administrator(s) or department manager(s) with administrative matters anticipating business needs and cycles, which include recurring monthly and yearly activities; applies a high level of confidentiality, responsibility, and judgment. \*
2. Performs a variety of day-to-day responsibilities and activities in support of office and program functions, including but not limited to coordination of activities with the public, local, state, and internal and external organizations, agencies, and communities; assesses and/or evaluates initial needs related to the specific program(s); coordinates processes related to office and program administration. \*
3. Receives phone and email inquiries; screens, reviews, and determines the nature of inquiry; directs and/or forwards telephone call and email inquiries to appropriate

- department, program, and/or staff; takes and delivers messages; greets, receives, assists and directs visitors; tracks, maintains, and orders program and/or office supplies; receives, opens, and distributes mail, determines priorities, responds to, and initiates correspondence as appropriate.
4. Tracks, monitors, updates, and maintains current budget information; initiates, monitors, and tracks budget augmentations and expenditures; assists in budget formulation and preparations; may collect, post, deposit and distribute account balances as needed; reconciles deposits, maintains expense records; provides information for annual audit processes and responds to audit findings, as requested by Fiscal Services. \*
  5. Assists in the coordination and planning of program intake processes; assures compliance with program-related regulations, communicates with students and external agencies regarding missing/incomplete documents, evaluates for completeness of student forms for assigned program(s). Ensure student forms are processed accordingly, and student files are updated appropriately.\*
  6. Serves as the lead contact and reference source for staff, students, external agencies, and the public regarding the department and/or assigned(s); provides information and assistance in a variety of formats concerning department and/or program requirements, policies, and procedures. \*
  7. Receives, responds, and resolves issues and/or complaints related to the assigned department within the scope of authority and exercising independent; escalates issues and/or concerns requiring the attention of the administrator in a timely manner; follows up as appropriate to ensure resolution of issue.\*
  8. Creates, initiates, processes, updates, maintains, and archives a variety of documents including but not limited to contracts, records, and files related to District programs and services; prepares notifications to management and/or employees related to program requirements, employee status, and updating information and required data. \*
  9. Schedules, coordinates, and confirms appointments, trainings, meetings, and/or special events; facilitates, organizes, and schedules meeting or event needs such as facility usage, equipment rentals, speakers, catering, and/or presentations; coordinates activities, organizes, and maintains assigned calendars for area of assignment, supervisor/director; may develop calendar of proposed meetings and activities related to assigned department.\*
  10. Processes, updates, and maintains administrative activities including but not limited to budget activities, requisitions, purchase orders, and Cal Card statements; processes internal and external invoices, account expenditures, and balance transfers; verifies and ensures budget codes are accurate; reviews and reconciles assigned budgets, identifies errors or inconsistencies; works with accounting staff to resolve issues or concerns; may receive, issue, and deposit credit card and check payments. Assists in budget preparations and reporting for District accounts such as grants, Foundation, and/or categorical funds related to the area of assignment; assists programs with a variety of accounts \*
  11. Researches, analyzes, and prepares information on a variety of topics, including applicable laws and regulations, for dissemination to students, the District, and/or the public through various communication means maintaining confidentiality of sensitive department and/or District information. \*
  12. Receives and responds to a variety of inquiries and requests for information from students, staff, counselors, and the public regarding District-wide programs, policies, procedures, and regulations appropriate to the area of assignment; maintains familiarity with District programs, policies, procedures, rules, and regulations. \*
  13. Provides administrative support for various department programs, projects, committees, assignments, campus constituency groups, and staff meetings; prepares, and distributes meeting agendas and minutes; records, meetings, as requested; maintains and updates

- applicable documents, files, and records; communicates and follows up with committee members, as needed; may facilitate meetings in absence of supervisor; coordinates, attends, and represents assigned department at special events both on and off campus. \*
14. Provides coordination for and/or oversees administrative support for various department programs which may include the following: initiating meetings, creating processes, reporting, maintaining, and updating applicable documents, files, and records.\*
  15. Assists in preparing, planning, prioritizing, and implementing departmental goals; coordinates processes to monitor the progress of department goals; may participate in and assist in budget planning, formulations, and preparations. \*
  16. Creates, updates, and maintains a variety of complex-level documents including but not limited to communications, memoranda, presentations, publications, spreadsheets, and charts utilizing a variety of computer software applications and peripherals. \*
  17. Researches, gathers, compiles, and extracts data to prepare and generate complex, statistical, and narrative standard and ad-hoc reports from a variety of sources and District databases or programs; reviews and verifies data to determine accuracy, completeness, and compliance with established policies and procedures. \*
  18. Coordinates and makes travel arrangements for workshops, meetings, and conference arrangements; verifies and submits conference attendance, expense, and travel claims/receipts for reimbursement. \*
  19. Provides day-to-day administrative and/or technical support activities to faculty, staff, students, employers, contracted vendors, subcontractors, and the public, as needed. \*
  20. Prepares and processes paperwork for short-term, temporary staff required for the assigned department/program(s); receives, verifies, reconciles, and submits timesheets to the supervisor/Director for approval and processing; obtains appropriate signatures and verifies submission to Human Resources and/or payroll. Recruits, hires, and provides direction to the work of student assistant employees which includes training, day-to-day operations, timesheet verification, and submission. \*
  21. Composes and prepares a variety of support materials and correspondence, memoranda, surveys, forms, charts, presentations, brochures, minutes, confidential materials, spreadsheets, financials, and reports from oral and written instruction; maintains a variety of files and records. \*
  22. May be responsible for forms and documents related to various employee types such as volunteers, faculty, and employers; initiates and processes personnel requisitions, employment confirmations, and contracts, as appropriate
  23. Utilizes a variety of computer software programs and applications, computer hardware, and peripheral equipment to perform advanced-level document production including but not limited to the complex formatting of documents, composing and preparing correspondence, works with Marketing department on design and layout for publications and program reference materials, monitors and maintains database and department website. \*
  24. Performs a variety of administrative support duties requiring travel to district sites, including supply delivery, meeting assistance, event facilitation, and outreach and recruitment support.\*
  25. Interacts with diverse populations and constituencies in a wide range of situations requiring judgement, tact, and diplomacy. \*
  26. Partners with college departments and resources and participates in outreach and recruitment events.\*
  27. Takes and maintains an inventory of office supplies and equipment; orders and issues office supplies and materials to department staff; may assist with minor repairs to department equipment, as needed; works with appropriate District personnel to schedule maintenance or repair of equipment. \*

28. May assist in District-wide or college emergencies related to the scope of the assignment.
29. May serve on a variety of District committees as needed
30. May perform other duties as assigned that support the overall objective of the position.

## **MINIMUM QUALIFICATIONS**

### **EDUCATION AND EXPERIENCE:**

- Associate degree;\* **AND**
- Three (3) years of increasingly responsible experience directly related to the duties and responsibilities of this class.
- Or, any combination of education and experience which would provide the required qualifications for the position.

\*Associate degree education equivalency is a 1 to 1 equivalency, one year of responsible work experience related to the classification for each full year (24-30 units) of college.

### **CERTIFICATES, LICENSES, REGISTRATION AND OTHER REQUIREMENTS:**

- May be required to travel for various off-site meetings, trainings, conferences, and/or events in support of the overall objective of the position.

### **DESIRED QUALIFICATIONS:**

- Bachelor's degree in office administration, business administration, or related discipline.
- Previous experience working for a senior level manager or administrator within a higher education environment.

### **KNOWLEDGE, SKILLS, AND ABILITIES: (May be acquired through education, training and/or experience.)**

#### **Knowledge of:**

- District and college policies, procedures, rules, and regulations related to the area of assignment.
- California Education Code and Title V as it relates to the area of assignment.
- Family Educational Rights and Privacy Act (FERPA).
- Rules, regulations, laws, and Board policies, and procedures governing the District.
- Campus and community resources available to assist students with meeting basic needs and/or addressing academic needs.
- District organization, operations, and objectives.
- California Education Code related to the area of assignment.
- Federal Educational Rights and Privacy Act (FERPA).
- Principles and practices of sound business communications.
- Specialized terminology related to the area of assignment.
- Design and layout for publications.
- Business correspondence and report preparation.
- Computer software programs and applications related to the scope of the assignment.
- Proper spoken and written English usage.
- Elements of proper grammar usage, spelling, vocabulary, and punctuation.
- Basic mathematics.
- Composing, proofreading, and preparing correspondence.
- Record-keeping, filing, file sharing, and filing system methods and techniques.
- Effective communication skills both verbally and in writing.

- Computer software programs, applications, databases, Customer Relationship Management (CRM), and Enterprise Resource Planning (ERP) systems; computer hardware and peripheral equipment related to the area of the assignment.
- Modern office practices, procedures, methods, and techniques.
- Interpersonal skills using tact, patience, and courtesy.
- Microsoft Office Suite (Word, Excel, Outlook, and PowerPoint).

**Ability to:**

- Independently perform the essential responsibilities of the position.
- Understand and apply District and department policies and procedures related to the area of assignment.
- Integrate local, state, and federal laws and regulations related to the area of the assignment.
- Read, understand, learn, interpret, and apply rules, regulations, policies, and procedures related to the area of the assignment.
- Department and/or program policies and procedures.
- Perform advanced administrative duties in support of the assigned department, division, and/or program.
- Update and maintain technical skills to perform the administrative responsibilities related to the area of assignment.
- Assemble and organize information and data.
- Demonstrate problem solving and critical thinking skills.
- Prepare clear and concise reports.
- Prepare spreadsheets, graphs, and charts.
- Enter, import, and export data to and from databases.
- Analyze and research problems to make appropriate recommendations to decision makers.
- Plan, organize, and prioritize workload to meet schedules and timelines.
- Independently apply good judgment in making sound and educated decisions.
- Communicate with administrators, managers, supervisors, directors, high level managers, faculty, staff, students and the community using patience, courtesy, and tact in a manner that reflects positively on the District and college.
- Demonstrate problem solving and critical thinking skills to resolve issues and mitigate conflict.
- Understand and carry out verbal and written instructions and direction.
- Effectively communicate both verbally and in writing.
- Communicate clearly and concisely, both verbally and in writing.
- Maintain accuracy and pay close attention to detail in a fast-paced environment of changing priorities.
- Compile, organize, and use various financial information necessary in the preparation and monitoring of budgets.
- Update and maintain files, file sharing, filing systems, and records accurately and completely.
- Compose correspondence and reports.
- Use discretion and handle students, staff, and faculty in a diplomatic manner.
- Prepare clear, concise reports.
- Access and use internal and external computer applications for a variety of administrative responsibilities related to the area of assignment.

- Create, prepare, generate, update, and maintain correspondence, reports, charts, spreadsheets, databases, and related materials utilizing a variety of software programs and applications.
- Update and maintain records, files, file sharing, and filing systems accurately and with confidentiality.
- Exercise problem solving and critical thinking skills related to the scope of authority.
- Utilize keyboarding skills commensurate with the required functions for this position.
- Effectively and fluently utilize computers to perform advanced-level document production, including the complex formatting of documents, creating charts, establishing, and maintaining databases and spreadsheets.
- Utilize computer software programs, applications, and databases; computer hardware and peripheral equipment related to the area of assignment.
- Communicate with students, staff, and the public in person and via a variety of communication modalities using various technology resources.
- Work with diverse populations.
- Maintain confidentiality.
- Establish and maintain effective and cooperative working relationships with those encountered during work.

### **RELATIONSHIPS WITH OTHERS**

The incumbents in this class are in daily contact with department, college, District faculty, staff, administrators, students, vendors, and the public, as needed.

### **SUPERVISION EXERCISED and/or RECEIVED**

The incumbents in this class provide work direction and/or guidance to lower-level staff, student assistants, student workers, and/or short-term, temporary staff.

The incumbents in this class receive general supervision from the assigned supervisor/director. Supervision is provided regarding interpretation and application of District, college, and/or department policies and procedures, applicable state, and/or federal regulations. Work is usually performed independently and reviewed by supervisors as needed to ensure accuracy, completeness, and compliance with practices and regulatory standards. Incumbents in this class follow policies and guidelines as outlined by the District, college and/or departmental procedures, policies, and directives.

### **PHYSICAL AND MENTAL DEMANDS:**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Physical Demands**

While performing the duties of this classification, the incumbent is regularly required to sit, walk, and/or stand, speak or hear, both in person and by telephone. Use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and occasionally lift and carry up to 25 pounds. must frequently sit and/or stand for long periods of time; dexterity of hands and fingers to operate a variety of computer and office equipment, The incumbent may be required to bend at the waist, kneel and/or crouch; move about the college or District site(s). Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

- **Mental Demands**

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; use math/mathematical reasoning; perform highly detailed work under changing priorities and deadlines on multiple concurrent tasks; work with frequent interruptions, and interact with District and/or college faculty, staff, management, administrators, students, educational institutions, and others encountered the course of work.

**WORK ENVIRONMENT AND CONDITIONS:**

- **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The incumbent works under typical office conditions, and the noise level is usually quiet.

- **Working Conditions**

Work is performed primarily indoors where minimal safety considerations exist.

**Butte Glenn Community College District (BGCCD) IS AN EQUAL OPPORTUNITY**

**EMPLOYER:** To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

Butte Glenn Community College District is committed to creating a diverse workforce focused on equity, inclusion, and accessibility for all faculty, staff, administrators, managers, and students. The District is dedicated to building an environment that supports our diverse student populations providing opportunities to mentor, encourage, and prepare our students to be successful in the world and expose them to global perspectives. Our District community of professionals is devoted to enriching our students' lives by bringing to light a variety of ways to engage and discover their individual and collective paths through education.

**BGCCD is** committed to the principles of equal employment opportunity. It is the District's policy to ensure that all qualified applicants for employment and employees have full and equal access to employment opportunities and are not subject to discrimination in any program or activity of the District on the basis of ethnic group identification, race, gender, color, language, accent, citizenship status, ancestry national origin, age, sex, religion, sexual orientation, transgender, parental status, marital status, veteran status, physical or mental disability or medical condition, or on the basis of these perceived characteristics.