

Office Specialist - Madera Community College
State Center Community College District

Direct Link: <https://www.AcademicKeys.com/r?job=250904>

Downloaded On: Dec. 28, 2024 12:46pm

Posted Dec. 26, 2024, set to expire Jan. 15, 2025

Job Title	Office Specialist - Madera Community College
Department	
Institution	State Center Community College District Fresno, California
Date Posted	Dec. 26, 2024
Application Deadline	01/15/2025
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Administration - Other
Apply Online Here	https://apptrkr.com/5878904

Apply By Email

Job Description

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Office Specialist - Madera Community College

Salary: \$53,685.00 - \$66,027.00 Annually

Location: Madera Community College, CA

Job Type: Permanent

Division: DO Personnel Commission

Job Number: 2024097

Closing: 1/15/2025 11:59 PM Pacific

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General Purpose

Under general supervision, performs routine to complex administrative support for counselors, professionals or managers, requiring the application of detailed department or program-specific knowledge; oversees complex data entry, tracking and reporting processes; performs complex scheduling; staffs committees and takes minutes; coordinates event logistics; and performs related duties as assigned.

Essential Duties & Responsibilities

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

- Provides day-to-day lead work guidance and direction to other lower level clerical support staff and student aides; assigns, schedules and monitors work for completeness, accuracy and conformance with District, department and legal/regulatory requirements and standards; provides information, instruction and training on work procedures and technical, legal and regulatory requirements.
- Oversees and performs front counter and program/department operational duties; coordinates and assigns front-desk coverage or delivery of program services; answers, screens and refers telephone calls and visitors; resolves escalated questions and concerns from students, faculty, staff, vendors and the public regarding assigned department, program and services.
- Schedules and cancels appointments and testing; sets up, maintains and posts department and staff calendars and room reservation calendars for internal and external groups and events; makes meeting and event arrangements including booking travel, developing event logistical plans and approving vendors and participants; makes committee and department meeting arrangements including the preparation and distribution of agendas and supporting documents; takes and transcribes meeting minutes; may track completion of action items.
- Maintains a variety of standard office and specialized records and files; creates and maintains spreadsheets and databases to track students, files, projects, activities and services; extracts data and reports from multiple data sources and reconciles data entries and reports including those of other employees and departments; tracks and maintains federal, state and District-required data and student outcomes and prepares for submission or reporting.

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- Creates, submits and tracks requisitions; prepares travel and conference expense forms; routes forms for signature; calculates budget usage and fund percentages; tracks multiple funding sources; may participate in grant administration functions including collecting basic program data and generating performance reports.
- Coordinates full- and part-time staff and faculty payroll processes at a department level including auditing time logs; reconciles timesheets and absence slips; computes and categorizes pay according to departmental/program billing accounts; ensures accurate usage of funding codes and calculates departmental/program billing.
- Drafts, formats, types, proofreads, edits and prints correspondence, forms, reports, schedules, rosters, statistical and technical documents including reports, manuals and other documents and materials ranging from routine to complex; creates forms, charts, tables and spreadsheets involving difficult coding, data extraction and manipulation; reviews documents for clerical accuracy, completeness and compliance with College and department requirements; prepares standardized contracts and rental agreements for signature and approval; routes documents for signature.
- Answers student or customer questions regarding policies, procedures, programs and services including clarification of program enrollment requirements and department processes and procedures; verifies student participation for program funding or reimbursement; sends reports and correspondence to students or customers; responds to questions and complaints over the phone or at a public counter.
- Receives and inputs a variety of student or customer information into computer systems; researches information in computer systems; provides initial screening, assists with the preparation of forms and documentation; verifies accuracy of information with third parties; tracks students in College services and programs.
- Demonstrates sensitivity to and understanding of historically minoritized groups and participates in professional development activities to increase cultural competency to enhance equity-minded practices within the District.

OTHER DUTIES

- Provides backup for other departments or division office administrative support staff.

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- Interacts with other departments and with state and federal programs on behalf of the department/ program or a student.
- Orders and replenishes an inventory of office materials and supplies.
- Performs related duties as assigned.

Employment Standards / Minimum Qualifications

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Office practices, procedures and equipment including computers and applicable software programs.
- Methods, practices, procedures and requirements for drafting a wide variety of documents, reports, presentations, contracts, regulations and other policies.
- Department services, program goals, objectives, policies, procedures and practices.
- Customer service practices and telephone etiquette.
- District student recordkeeping practices and procedures for processing student information and interpreting input and output data.
- District payroll and general accounting systems operations, practices and procedures.
- Practices and techniques of sound business communication; correct English usage, including spelling, grammar and punctuation.
- College and District organization, rules, policies and procedures applicable to departmental and division operations.
- District policies, procedures and rules regarding budgeting, purchasing and travel/training and expense reporting.

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- Applicable sections of the California Education Code and other applicable laws.
- Data gathering methods and practices and basic research procedures.
- Safety policies and safe work practices applicable to the assignment.
- Basic principles and practices of employee work guidance and direction.
- Uses and operations of scanners, phone systems, computers, standard business software and database and spreadsheet applications.

When Assigned to Allied Health:

- HIPAA regulations as they pertain to client information and medical records.

Skills and Abilities to:

- Assign and review the work of assigned staff.
- Oversee the daily administrative operations of a program or department front desk.
- Provide customer service in person and over the phone.
- Compose clear, concise and comprehensive correspondence, reports, studies, agreements, presentations and other written materials from brief instructions.
- Analyze problems, evaluate alternatives and recommend or adopt effective courses of action in accordance with established department or program requirements, policies and procedures.
- Set priorities and exercise sound judgment within areas of responsibility during heavy, peak workload periods.
- Track and report statistical information utilizing complex spreadsheets and databases.
- Perform mathematical calculations; assist in monitoring expenditures for a program or department budget.
- Understand, interpret, explain and apply applicable laws, codes and regulations.

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- Maintain confidentiality of District and student files and records.
- Effectively engage and support historically minoritized groups by addressing issues of equity and improving culturally responsive service-oriented practices.
- Communicate effectively, both orally and in writing.
- Understand and follow written and oral instructions.
- Operate a computer and use standard business software.
- Type accurately at a speed necessary to meet the requirements of the position.
- Represent the District effectively to students, customers and the public.
- Exercise tact and diplomacy in dealing with sensitive, complex and confidential staff and student issues and situations.
- Establish and maintain effective working relationships with all those encountered in the course of work.

EDUCATION AND EXPERIENCE

Graduation from high school or GED equivalent, and at least three years of progressively responsible clerical support experience, preferably involving with high-volume customer service or student interactions; or an equivalent combination of training and experience.

LICENSES, CERTIFICATES AND OTHER REQUIREMENTS

Certain assignments may require a valid California driver's license and the ability to maintain insurability under the District's vehicle insurance program.

PHYSICAL AND MENTAL DEMANDS

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



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Physical Demands

While performing the duties of this class, employees are regularly required to sit; talk or hear, in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; and reach with hands and arms. Employees are frequently required to walk and stand; and lift up to 10 pounds and occasionally up to 25 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret situations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks; work with frequent interruptions; work under intensive deadlines; and interact with District managers, staff, the public and others encountered in the course of work, some of whom may be upset and disagreeable.

Classified Staff

Contact: Jennifer Echeveste

Contact #: 559-243-7100

Contact email: jennifer.echeveste@sccd.edu.

WORKING ENVIRONMENT

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

Employees work under typical office conditions, and the noise level is usually quiet to moderately noisy.

The employee may be required to travel to locations other than assigned work site and to adjust to work schedule changes and requirements to work overtime.



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Assessment Process

THE DISTRICT OFFICE WILL BE CLOSED BEGINNING DECEMBER 25, 2024 AND WILL RE-OPEN ON JANUARY 2, 2025. STAFF WILL BE UNAVAILABLE TO ANSWER RECRUITMENT QUESTIONS DURING THIS TIME. PLEASE PLAN YOUR APPLICATION ACCORDINGLY.

APPLICATION SUBMISSION

To move forward in the selection process, you must complete an online application through our web site at <http://www.schooljobs.com/careers/scccd>. Please attach to your application a copy of your degree(s) or transcripts (must include when degree was awarded) or your application may be considered incomplete. Resumes may also be uploaded but cannot be used in lieu of a completed application.

ONCE YOU HAVE SUBMITTED YOUR APPLICATION YOU WILL NOT BE ABLE TO MAKE REVISIONS TO YOUR APPLICATION MATERIALS.

When completing the application, please make sure you include ALL current and previous employment in the Work Experience section of the application and complete ALL fields, including the name and contact information for your supervisors. Experience that is included in the resume but not in the Work Experience section of the application may not be considered for the purpose of determining whether you meet the minimum qualifications.

All required documents must be submitted by the applicant. Personnel Commission staff will not upload your documents for you. The State Center Community College District does not accept letters of recommendation for classified positions. Please do not attempt to attach letters of recommendation to your application.

APPLICATION REVIEW AND ASSESSMENTS

The application review process includes an evaluation of training and experience based on given application information and answers to supplemental questionnaire. Only the most qualified applicants, who pass the minimum qualifications review, will be invited to the assessment process.

The assessment process will also include a competency assessment (45% weight) and an oral interview assessment (55% weight). Of those achieving a passing score on the competency assessment, only the highest-scoring candidates, plus ties, will be invited to the oral interview assessment. Passing score is 75% out of 100% on each assessment section.

TESTING TENTATIVELY SCHEDULED AS FOLLOW:



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Competency Assessment: January 22, 2025

Oral Interview Assessment: January 23 and 24, 2025

The assessment process / assessment date is subject to change as needs dictate. All communication regarding this process will be delivered via email to the address listed on your application.

ELIGIBILITY LIST

Candidates who attain a passing score on each part of the assessment will be placed in rank order on a Madera Community College Open-Competitive List. Using the same process, a separate Madera Community College Promotional List will be established and both Lists will be used concurrently.

The eligibility list will be used to fill current vacancies in this classification at Madera Community College ONLY for at least six months.

PASSING THE ASSESSMENTS AND BEING PLACED ON THE ELIGIBILITY LIST DO NOT GUARANTEE AN OFFER OF EMPLOYMENT.

ACCOMMODATIONS

Individuals with disabilities requiring reasonable accommodation in the selection process must inform the State Center Community College District Personnel Commission Department in writing no later than the filing date stated on the announcement. Those applicants needing such accommodations should document this request including an explanation as to the type and extent of accommodation needed to participate in the selection process.

SCCCD is an equal opportunity employer committed to fostering innovation and inclusivity. We respond proactively to the diverse needs of the community and welcome individuals excited to join our District's purpose to support student success both locally and globally. United, we the faculty, classified professionals and administrators pledge to treat all applicants and employees fairly and equitably.

To apply, visit <https://www.schooljobs.com/careers/scccd/jobs/4764329/office-specialist-madera-community-college>



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Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

N/A

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