

**PALOMAR COMMUNITY COLLEGE DISTRICT**

**Classification Title: Supervisor, Business Support Services**

**Department:** Business Support Services

**FLSA Status:** Non-Exempt

**Staff Category:** Confidential and Supervisory Team (CAST)

**Salary Range:** 42

**Supervision Received From:** Director, Communications, Marketing, and Public Affairs

**Original Date:** August 2014

**Supervision Given:** Assigned Classified, Short-Term, Student, and Volunteer Staff in Business Support Services

**Last Revision:** August 2014

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.*

**JOB SUMMARY.**

Responsible for planning, organizing, and supervising the overall operations of print services and mail services including the supervision of support staff. Develops, implements, and monitors the overall budget for assigned areas of responsibility.

**DISTINGUISHING CHARACTERISTICS.**

The Supervisor, Business Support Services is distinguished from other supervisory classifications by its responsibility for print and mail operations.

**ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.** Essential responsibilities and duties may include, but are not limited to, the following:

1. Performs full supervisory activities, subject to management concurrence and in accordance with applicable College policies, which includes: selecting and training new employees; planning, assigning, scheduling, and evaluating completed work; approving overtime/compensatory time; preparing and signing employee performance evaluations; recommending salary reclassifications; responding to grievances and taking appropriate disciplinary action; and performing related supervisory activities.
2. Establishes, revises, and updates procedures and policies to improve the efficiency and effectiveness of Business Support Services; ensures department and District-wide compliance with all applicable federal, state, and District regulations and procedures.
3. Develops and implements a maintenance schedule for all equipment; submits and monitors yearly maintenance requisitions.
4. Maintains equipment and service contracts.
5. Prepares and maintains a variety of records and reports related to personnel, work activity, usage charges, and equipment usage.
6. Coordinates and maintains billing for mail, copy, and printing services; sends data to Fiscal Services for posting; monitors proper posting of billing; works with departments regarding posting.

7. Develops, maintains, and provides technical support and expertise for the Mail Services and Print Services billing databases; troubleshoots and resolves application or database problems.
8. Establishes, modifies, implements, and explains operating policies and procedures as needed.
9. Communicates with District staff and administration to resolve issues, explain procedures, and improve the Business Support Services function.
10. Monitors and purchases adequate levels of required supplies, materials, and equipment.
11. Assembles, develops, monitors, and controls department budget; purchases equipment, supplies, and materials as needed.
12. Supervises and schedules Comet Copy and Creative Services operations; interfaces with campus departments to include resolution of issues and equipment problems; works with vendors to resolve equipment repair.
13. Develops annual operational and multi-year strategic plans for Print Services and Mail Services.
14. Supervises and oversees the posting and distribution of U.S. mail and campus mail using sorting methods and postal metering equipment.
15. Supervises and oversees the sorting and distribution of incoming district mail; updates records of District employees, including part-time faculty mail locations.
16. Assures compliance with established rates and regulations for type and class of United States and international mail, express mail, package carriers, United Parcel Services (UPS), and other mail vendors; directs mailings of standard first class mail; reviews postal rates and regulations to assure accurate application and compliance; notifies departments of changes in codes, regulations and rates.
17. Communicates with U.S. Postal Service officials and external vendor representatives to request and obtain technical information and assistance.
18. Designs, implements, and maintains Business Support Services Web pages; provides for effective and efficient information exchange on policies and procedures for assigned areas.
19. Compiles, assembles, and disseminates requested data and information related to operational activities and services; prepares a variety of studies and reports.
20. Performs product and equipment research, testing and evaluating to determine what new technology, software and equipment is needed to stay current; meet with vendors to discuss needs and issues.

**Marginal Functions:**

1. Participates in/on a variety of committees, task forces, boards, meetings, and/or other related groups in order to receive and/or convey information.
2. Participates in shared governance through service on planning and/or operations committees and task forces.
3. Performs related duties and responsibilities as required

**QUALIFICATIONS.**

**Knowledge of:**

1. Supervisory principles and practices.

2. Applicable automated business services applications.
3. Applicable Federal, State, and local codes, laws, and regulations.
4. Mail service equipment.
5. Principles, practices, and operations of print service and mail service operations.
6. Contract management principles and practices.
7. Internal billing practices and processes.
8. Inventory management principles and practices.
9. Principles and practices of basic webpage development and maintenance.
10. Budgeting principles and practices.
11. Modern office equipment.
12. Database management principles and practices.
13. Basic accounting principles and practices.
14. Applicable federal, state, local, and institutional codes, laws, rules, regulations, policies, and procedures.

**Skill in:**

1. Supervising, training and directing the work of others.
2. Utilizing a computer and related software applications.
3. Interpreting, applying, and explaining applicable rules, regulations and policies.
4. Analyzing and troubleshooting difficult situations accurately and adopting an effective course of action.
5. Establishing and maintaining effective working relationships with those contacted in the course of work.
6. Budget development and maintenance.
7. Investigating and resolving customer complaints.
8. Providing customer service.
9. Analyzing complex data.
10. Detecting, isolating, and resolving operational problems.
11. Maintaining databases.
12. Designing and writing technical documentation and training materials.
13. Communicating effectively, both verbally and in writing.
14. Preparing and maintaining staffing and equipment schedules.
15. Interpreting data and information.
16. Developing policies and procedures.
17. Administering equipment and service contracts.
18. Mediating difficult and/or hostile situations.
19. Maintaining the proper storage of applicable documents, materials, supplies, equipment, and inventory.
20. Preparing, analyzing, and maintaining a variety of records and reports, ensuring accuracy of information.
21. Training employees on the use of applicable software systems, policies, and procedures.

**Experience and Training Guidelines:**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Five years of experience in a community college setting, including two years of supervisory experience.

**Education/Training:**

An Associate's degree from an accredited institution in education or a related field.

**WORKING CONDITIONS.**

**Environmental Conditions:**

Office environment; exposure to computer screens, noise, moving mechanical parts, and electrical energy; extensive contact with faculty, staff and students.

**Physical Conditions:**

Essential functions require maintaining physical condition necessary for ambulating for extended periods of time. Occasional lifting, pushing, or pulling of up to 50 pounds. Must be able to travel between education center, satellite sites, and other District locations.