



COORDINATOR, STUDENT RESOURCES

DEFINITION

Under general supervision, coordinates and organizes various student resources and services such as printing services, graphic design production, and retail stores; administers assigned budgets; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned managerial staff. Exercises technical and functional direction over and provides training to assigned staff.

CLASS CHARACTERISTICS

This is a coordinator class responsible for planning, organizing, and coordinating student resources and services. The duties involved include the implementation of goals and objectives and oversight of budget, performance, reporting, and accountability. Positions work on tasks that require the use of discretion and independent judgment in performing assigned work and ensuring the efficient and effective functioning of assigned operations. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver work products or services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

- Oversees and coordinates printing services, graphic design production, and/or retail stores; implements office policies and directives according to College and District guidelines; assists in establishing schedules and methods for providing resources and services; recommends operational and technological improvements or modifications.
- Participates in the planning, development, and implementation of policies and procedures for assigned functions.
- Provides direction, training, orientation, and guidance to assigned staff; plans, schedules, prioritizes, and assigns work; and reviews and controls quality of work.
- Determines and recommends equipment, materials, and staffing needs to maintain efficient and effective operations with appropriate justifications, as required; prepares detailed cost estimates; maintains a variety of records and prepares routine reports of work performance.
- Monitors, orders, receives, stores, and maintains adequate inventory levels of supplies and equipment; reviews invoices, obtains appropriate approvals, and submits for payment; monitors program budget, receivables, and expenditures.
- Estimates job costs; computes costs of jobs to be charged back to originating departments by collecting monthly meter readings from copiers, sending printing reports to departments, and submitting meter readings to vendor; approves customer invoices for billing; receives payments from customers; prepares daily cash deposits by reconciling cash received and register reports; may make deposits.
- Sets up and operates a wide variety of copiers, computers, printers, and/or related equipment to produce bulletins, brochures, booklets, forms, letters, postcards, transparencies, book covers, and instructional materials.

- Receives, reviews, and prioritizes work orders; scans and submits jobs for daily printing; plans, schedules, and completes assignments in compliance with standards of work production; expedites emergency jobs; prepares completed work orders for pick-up or delivery.
- Communicates with faculty, staff and administrators to clarify work requests and define project requirements and expectations; assists with minor editing and formatting before sending proof to customer.
- Checks materials reproduced for optimal copy clarity and intensity of imprint.
- Coordinates various student services and resources such as identification cards, transportation passes, and related services.
- Coordinates authorized on-site campus visits such as vendors, college/university representatives, employers, and Freedom of Speech visitors.
- Performs preventive maintenance and minor repairs and adjustments to equipment; replaces parts as needed; arranges for equipment repairs with service technicians and vendors; maintains records of work performed, supplies used, and vendor jobs; makes necessary adjustments to equipment for the most efficient performance.
- Cleans and maintains facilities and equipment; ensures proper storage of equipment and materials; ensures laboratory and work areas are maintained in a clean and orderly condition.
- Performs a variety of administrative office support duties such as writing correspondences and reports; maintaining websites; opening and securing offices; scheduling meetings with other staff; processing mail; and attending meetings and trade shows.
- Responds to inquiries and requests for information; interprets and applies regulations, policies, procedures, systems, rules, and precedents in response to inquiries and requests.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Methods, materials, tools, and equipment used in a comprehensive print and/or graphic design shop.
- Basic principles and techniques of graphic design and page layout.
- Applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Principles and procedures for setting-up, operating, demonstrating use of, and maintaining various equipment used in a comprehensive print and/or graphic design shop.
- Occupational hazards and safety equipment and practices related to the work.
- Principles and practices of data collection and report preparation.
- Principles of providing functional direction and training.
- Record keeping principles and procedures.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Modern office practices, methods, and computer equipment and software relevant to work performed.
- Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation.

Ability to:

- Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Assist in the development of policies, procedures, and work standards for assigned areas of responsibility.
- Plan, organize, and carry out assignments from management staff with minimal direction.
- Develop, implement, and coordinate assigned services in an independent and cooperative manner.
- Evaluate and recommend improvements in operations, procedures, policies, or methods.
- Prepare clear and concise reports, correspondence, and other written materials.
- Plan, organize, schedule, assign, train, and review the work of assigned staff.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software, and modern business equipment to perform a variety of work tasks.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to an Associate's degree from an accredited college and three (3) years of experience working in a print/graphics shop, customer service, or related area.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard print shop/office setting and use standard print shop and office equipment, including a computer as well as printing and reproduction equipment; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate the equipment mentioned above. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 40 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL ELEMENTS

Employees work in a print shop/office environment with moderate noise levels, controlled temperature conditions, and may be exposed to mechanical and/or electrical hazards, chemicals, and/or hazardous physical substances.

Salary Grade: C1-46

FLSA: Non-Exempt

EEO Code: H-

Board Approved: April 2021