

CONTROL CENTER TECHNICIAN

DEFINITION

Under general supervision of assigned manager/supervisor, authorizes scheduling, work order authorization, materials requisitioning and recordkeeping for the Facilities Management.

TYPICAL DUTIES

Receives calls regarding emergency maintenance or repair and refers to appropriate personnel, dispatching employees after determining level of need. Distributes work orders to appropriate supervisors and maintenance personnel; checks or computes and records labor and material costs on completed work orders; and enters work order data, inventories, schedules, and cost information in a computer. Prepares requisitions for material to be purchased obtaining necessary information from vendors; orders maintenance and operational supplies; and maintains files of purchase orders and material purchases, processes manual and on-line receiving transactions on purchase orders. Prepares employee time reports checking for accuracy and fund encumbrance; compiles information and makes reports; and assists with compilation of budget information. Computes, records, and proofreads data and information, such as records or reports; copies, sorts, and files records of office activities, business transactions, etc.; maintains labor records including hours worked and projects assigned; and reviews files, records, and other documents to obtain information to respond to requests. Develops district-wide bus and driver schedule. Greets and directs people at front desk, answers telephone, responds to requests and delivers messages; and answers inquiries requiring knowledge of department services and procedures. Types letters, memoranda and other correspondence as required. Operates office machines, such as computers, copier, fax, and shredder; uses a variety of computer accounting and office software programs to perform the required tasks including databases, spreadsheets and email. Performs related duties as required.

QUALIFICATIONS

EXPERIENCE

One year of experience working at the level of a Clerk III in the Los Rios CCD, including some responsibility for maintaining payroll records and processing purchase orders; or, three years of responsible accounting or general clerical experience, including responsibility in purchasing and payroll. (One year of experience is equal to 12 months of experience at 40 hours per week. Applicable part-time experience will be converted to the full-time equivalent for purposes of meeting the experience requirement.)

EDUCATION

At least one year of course work at a certified business school with credits in accounting, payroll and purchasing.

KNOWLEDGE OF

Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques. Knowledge of policies, procedures and laws governing the functions of the operating unit; and basic accounting, payroll, and purchasing procedures. Knowledge of administrative and clerical procedures and systems such as word processing, spreadsheet and inventory software, filing and records management systems, form design principles, telephone techniques, and other office procedures and terminology. Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

SKILLS IN

Skill in finding ways to structure or classify multiple pieces of information; and listening to what other people are saying and asking appropriate questions. Skill in understanding written sentences and paragraphs in work related documents; and communicating effectively with others orally and in writing as indicated by the needs of the audience.

ABILITY TO (ESSENTIAL FUNCTIONS)

The ability to perform the basic functions of the position; sustain regular work attendance; work cooperatively and effectively with the public, students, faculty and staff; exercise initiative and mature judgment; work as a member of a team; and meet schedules and time lines. The ability to analyze situations and adapt an effective course of action; and use initiative and good judgment in meeting emergency situations. The ability to follow directions; perform responsible record keeping duties; and operate office equipment, such as copier, fax, shredder, and PC. The ability to add, subtract, multiply, or divide quickly and correctly.

TYPICAL EQUIPMENT USED (May include, but not limited to)

Current office technologies, computers, printers, copiers, faxes, calculator, and telephone.