

CLIENT SERVICES SPECIALIST
Full-time, 12 Month, Classified Position

DEFINITION:

Under general supervision of the assigned manager, to provide customer service and related clerical duties within assigned area. Provide and coordinate centralized mail services to the college campus community; coordinate the scheduling and reservations for external use of college facilities; ensure proper requirements and staff support for specific scheduled functions; maintain a variety of logs and records; perform office support duties.

ESSENTIAL DUTIES: The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

- Receive, sort and coordinate incoming interoffice, US and international mail into staff mailboxes.
 - Assist staff and faculty with preparation of outgoing mail, overnight mail or parcels, as required;
- Maintain master mail-stop listing and update mail box assignments by working closely with the appropriate sources and updates and make changes as necessary;
- Coordinate organization of mailrooms at multiple locations;
- Accept and sign for deliveries and notify recipients of receipt. Make arrangements for pick-up and delivery;
- Operate computers, scanners, printers, fax machines, copiers/duplicating machines;
- Coordinate list of campus copier access codes and prepare monthly reports e.g. copier usage;
- Coordinate with the Scheduling Office to maintain a list of available rooms and facilities;
- Serve as point of contact for the public use of facilities;
 - provide customer service acting as a full-service facilities rental office;
- Meet with and shows potential clients available facilities for rent;
 - Complete contracts for execution, collects fees, documents insurance requirements, and provide appropriate receipts and paperwork;
- Assist in maintaining a global calendar of events and rented room assignments; communicate with affected campus departments as required;
- Review department inventory and orders supplies, as needed, through district requisition process, operating within established budgets;
- Maintain district forms available in the mailroom;
- Maintain Civic Center contract files;
- Act as a liaison, in conjunction with the manager, with outside contractors, i.e. food services, vending, bookstore, etc;

- Enter insurance forms and vendor information into databases
- Maintain files, records, and equipment maintenance reports;
- Call service technicians for copy machines, as appropriate;
- Oversee the order, cleanliness and security of assigned areas;
- Send purchase orders to vendors and copies to requestors;
- Provide clerical and functional support;
- Perform other related duties as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Methods and procedures of mailroom and related equipment
- US Postal regulations and postage requirements for various types of shipments
- Commercial carrier (UPS, FedEx, etc.) procedures and packing requirements
- Civic Center law
- Correct English usage including spelling, grammar and punctuation
- Basic office practices and procedures
- Basic use of personal computer including communications, word processing and spreadsheets
- Office organization and record keeping
- Referring to and reading operating manuals to learn features and techniques of equipment use
- Maintaining records and preparing reports
- Policies, procedures, processes and forms related to internal and external use of college facilities

Skill in:

- Preparing mail including Federal Express, Certified Mail, Express Mail and bulk mailings
- Operating a variety of office machines quickly and efficiently, including facsimile, copier, and personal computer
- Developing and maintaining effective working relationships with those contacted in the course of work
- Providing excellent customer service including negotiating customer requests; resolving conflicting deadlines; and working effectively with persons of diverse backgrounds
- Understanding and carrying out oral and written instructions
- Organizing and maintaining accurate records and files
- Applying basic regulations and procedures to the facility use scheduling process

Ability to:

- Follow detailed instructions and legal requirements, complete tasks as assigned, administer contracts, collect funds, sort mail, and keep accurate records
- Operate electronic equipment, including enterprise computer system and multi-function devices

- Work indoors in a noisy environment
- Do moderate to heavy lifting up to 35 pounds
- Work with others in a diverse working community
- Communicate clearly and concisely, both orally and in writing
- Represent the college in a professional manner

Other Requirements:

Must possess a valid California driver's license and have a satisfactory driving record.

ILLUSTRATIVE EDUCATION AND EXPERIENCE: A typical way to obtain the above knowledge and skill is a combination of education and experience equivalent to:

Completion of high school with coursework or practical experience in basic office skills and two years of experience in a busy office environment.

PHYSICAL CHARACTERISTICS: The physical abilities involved in the performance of essential duties are:

- Vision to view materials, read text and computer screens, and drive a vehicle
- Operate machines and handle materials
- Sit for long periods of time to review work and materials, operate computer and complete paperwork

Created: Spring 2010

Revised: 06.19.2013

Approved: 06.19.2013

CSEA approved: 9.2013

Ohlone Board approved: 9.2013