TITLE: Office Services Supervisor

DEPARTMENT: Ciarco Learning Center/Academic Affairs

FUNCTION: Supervises and maintains registration entries and student and program records. Coordinates customer service activities and the orderly flow of secretarial and clerical assignments to meet deadlines and student requirements.

REPORTS TO: Dean of Ciarco Learning Center

SUPERVISES: Senior Project Secretary

MAJOR RESPONSIBILITIES:

Responsibilities include but are not limited to:

1. Coordinates customer service activities and the orderly flow of secretarial and clerical assignments to meet deadlines and student requirements.
2. Monitors and maintains student databases, ensuring current, accurate, and comprehensive data is captured in a timely manner and compiles periodic reports.
3. Oversees closeouts of cancelled courses, transfers, refunds, daily schedule and withdrawals from the registration system.
4. Manages student services and registration, entering transfer and withdrawal data, attendance, grades, rosters, student demographics and general information updates.
5. Administers room assignments for courses, workshops and customized training.
6. Supervises the preparation, storage, and disposition of course files, student records, and mainframe computer records in accordance with audit requirements.
7. Arranges the daily delivery of instructional materials and student information to classrooms, Evening Office, and other campus locations.
8. Coordinates the activities for work orders and securing supplies for the bookstore, mailroom, print shop, audio-visual and general consumable products.
9. Acts as performance manager for all direct reports including managing day to day performance, producing and communicating written performance evaluations, approving requested time off and other points of compliance with HR rules, regulations and unit collective bargaining agreements.
10. Subject to senior management review and final board approval, has the responsibility, power and authority to hire, fire, discipline and promote employees.
11. Performs additional tasks or duties as assigned by the Dean Ciarco Learning Center or other designated management.
MINIMUM QUALIFICATIONS:

Knowledge, Skills and Abilities: Demonstrates understanding of the community college mission and practices an open door policy. Has basic to intermediate proficiency in the use of the Microsoft Office suite. Exhibits strong skills in:

- Leadership
- Managing People
- Customer and Student Focus
- Building Relationships
- Organizing
- Planning

Education: Bachelor of Arts or Science Degree is required; business related major is preferred

Experience: Minimum of 2 years in a college or agency setting in a service related position is required; community college experience is a plus.

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