

COMMUNICATIONS AND SUPPORT SERVICES MANAGER

TOMPKINS COUNTY

Department TC3
Classification Competitive
Labor Grade K
Approved 4/2/91, Bd. Res. #131
Revised _____
By HH, Commissioner of Personnel

DISTINGUISHING FEATURES OF THE CLASS: This is an administrative position with responsibility for coordinating the communications and support services of the community college. It includes the telecommunications system, mailing and central supply operations, information and referral services, and office equipment contractual repair services. The work involves training and supervising personnel, chargebacks to college departments, and maintenance of budgets for these functions. The work is performed under the general direction of the Director of Purchasing, Communications and Support Services in accordance with established policies and objectives with wide latitude for the exercise of independent judgment. Supervision is exercised over all personnel assigned to the communications and support services functions. Does related work as required.

TYPICAL WORK ACTIVITIES:

Manages the college's telecommunications operations, which include nonhardware aspects of planning, billing, choice of vendors, and daily operations of the system;
Collaborates with the Manager of Facilities Maintenance on all telecommunications issues involving hardware;
Manages the college's mailing operations, which include planning, billing, choice of vendors, and daily operations;
Assists college departments with direct mail or other special mail needs;
Manages the college's central supply operations, which includes planning, billing, choice of vendors, and daily operations;
Manages information and referral services, which includes the staffing and daily operations of the information desk and switchboard;
Manages the Satellite Services area, which includes supervision of the Center Specialist;
Manages college office equipment contractual repair services, which includes maintenance agreements, contacts with vendors and planning for lease/purchase, and repair and replacement of office equipment;
Manages the college's records retention operations;
Directs the processing of chargebacks to college departments for telephone, mail, and supplies;
Prepares draft budget and administers final budget for communications and support services;
Trains and supervises communications and support services personnel;
Supervises provision of clerical support services to adjunct faculty;
Prepares a variety of reports as required.

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COMMUNICATIONS AND SUPPORT SERVICES MANAGER (CONT)

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

General knowledge of modern business administration and public personnel and budgetary practices and procedures;
General knowledge of modern telecommunications services, systems, and operations (including hardware);
Working knowledge of the operations and regulations of the United States Postal Service, United Parcel Service, and other mail/parcel delivery services;
General knowledge of inventory record keeping and controls;
General knowledge of purchasing and requisition procedures;
Working knowledge of modern principles and practices of account keeping and budget control;
Ability to organize, assign, coordinate, and review the work of subordinates;
Ability to understand and carry out complex oral and written directions;
Ability to clearly and concisely present oral and written comments, reports, and correspondence;
Ability to secure the cooperation of others;
Ability to readily acquire familiarity with departmental organization, functions, laws, policies, and regulations;
Good judgment in solving complex clerical and administrative problems;
Willingness and ability to perform duties of subordinate personnel as needed;
Initiative and resourcefulness;
Tact and courtesy; integrity;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: EITHER:

- (a) Graduation from college with a bachelor's degree in business administration, public administration, or a related field **AND** two years of business or office experience in an administrative, managerial, or supervisory position; **OR**
- (b) Graduation from a two-year college **AND** four years of business or office experience in an administrative, managerial, or supervisory position; **OR**
- (c) Graduation from high school **AND** six years of business or office experience, four years of which must have been in an administrative, managerial, or supervisory position; **OR**
- (d) Any equivalent combination of training and experience as described above in (a), (b), and (c).

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