

July 2013

SANTA BARBARA COMMUNITY COLLEGE DISTRICT

CLASSIFICATION: CLASSIFIED

**CLASS TITLE: INSTRUCTIONAL
DEVELOPMENT SPECIALIST**

SALARY TABLE: 29

SALARY RANGE: 28

BASIC FUNCTION:

Under the direction of the Department Chair, perform a variety of specialized duties in support of the instructional activities of the Biology Sciences Department; develop, update and maintain instructional and informational website content in support of Biology Sciences operations and instructors; plan, coordinate and organize office activities and coordinate flow of communications, correspondence and information in support of Biology Sciences.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Perform a variety of specialized duties in support of the instructional activities of the Biology Sciences Department; assure smooth and efficient office operations, and proper and timely completion of projects and activities; plan, coordinate and organize office activities and coordinate flow of communications and information for Biology Sciences.

Develop and update websites with instructional online materials for student, staff and faculty use; post review sessions, quizzes and other instructional materials online as requested; provide training and assistance to staff in creating and developing documents for website use; assist staff with establishing and maintaining web pages and uploading files to web servers.

Serve as the primary secretary to the Department Chair; provide public relations and communication services; initiate and receive telephone calls; take, retrieve and relay messages as needed; schedule and arrange appointments, conferences, meetings and other events.

Establish, maintain, format and update instructional and informational web pages in support of Biology Sciences; select style and size of type; assure functionality of links, surveys and scripts; compose, review and edit website script and copy.

Provide technical information and assistance to administrators, faculty, staff, students, outside agencies and the public concerning Biology Sciences programs, operations, applications, websites and related functions, activities, standards, requirements, services, policies and procedures.

Receive visitors; provide assistance or direct to appropriate staff; respond to inquiries and provide assistance and information; exercise independent judgment in resolving a variety of issues; refer difficult issues to the Department Chair; respond to inquiries concerning quizzes, classes and other instructional activities.

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Perform a variety of clerical accounting duties in support of Department activities; monitor and update budgets with income and expenditures; assist in assuring expenditures do not exceed established budget limitations as assigned; calculate, prepare and revise accounting and budgetary data; balance and reconcile assigned accounts and budgets as required; initiate transfers as needed.

Compile information and prepare and maintain a variety of records, reports and files related to Biology Sciences programs, projects, financial activity, minutes, budgets, personnel and assigned duties; review, revise, edit, format and proofread a variety of documents and information.

Compose, independently or from oral instructions, note or rough draft, a variety of materials such as inter-office communications, forms, letters, memoranda, announcements, bulletins, posters, agenda items, lists, notices and other materials; receive and independently compose responses to e-mails; review, revise, edit, format and proofread a variety of documents and information.

Input and update a variety of data in an assigned computer system; establish and maintain automated records and files; initiate queries, develop charts and spreadsheets, and generate various computerized lists, reports and documents as required; assure accuracy of input and output data.

Coordinate and attend a variety of meetings as assigned; prepare and send out notices of meetings; compile and prepare agenda items and other required information and materials for meetings and other events; take, transcribe and distribute minutes as directed.

Monitor inventory levels of office and designated supplies and equipment; research, order, receive and maintain appropriate levels of inventory; prepare and process purchase orders, invoices and requisitions and arrange for payments as needed.

Research, compile and verify a variety of data and information; compute statistical information for various reports; process and evaluate a variety of forms, applications and paperwork; duplicate, assemble, distribute, collect, verify and assure accuracy and completeness of various documents.

Monitor and assure proper functioning of websites; investigate, troubleshoot and resolve web page malfunctions.

Convert slides to digital format, take digital photographs and scan images from books, magazines and other materials for instructional use as requested.

Perform special projects and prepare various forms and reports on behalf of the Department Chair; attend to administrative details on special matters as assigned; assist the Department Chair with the development of the schedule of classes and catalog..

Provide training to faculty in scanning, adjusting and formatting images; assist faculty with scanning, converting and reformatting manual documents into automated files; assist faculty with resolving hardware and software problems as needed.

Communicate with personnel, various outside agencies, students and the public to exchange

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information and resolve issues or concerns.

Operate a variety of equipment including a calculator, copier, fax machine, typewriter, scanner, digital camera, microscope, computer and assigned software; perform minor maintenance and repairs on equipment as directed; arrange for equipment maintenance and repairs as needed.

Serve as an informational resource and provide technical assistance to students utilizing Biology web pages; assist users with resolving on-line application concerns and malfunctions.

Receive, sort and distribute mail as required; prepare and distribute informational materials and bulk mailings; contact others to request documents as needed.

Maintain appointment and activity schedules and calendars for the Department Chair; coordinate travel arrangements and hotel reservations as required; reserve facilities, equipment, services and supplies for meetings and other events as needed.

Coordinate tutors with the tutorial center as directed; assist with lab and testing activities as needed.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Terminology, practices and procedures of the Biology Sciences office.

Organization, operations, policies and objectives of Biology Sciences programs and activities.

Principles, practices and procedures of website design and development.

Modern office practices, procedures and equipment.

Record-keeping and filing techniques.

Business letter and report writing, editing and proofreading.

General methods, procedures and terminology used in clerical accounting and budgetary work.

Telephone techniques and etiquette.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Data control procedures and data entry operations.

Interpersonal skills using tact, patience and courtesy.

Operation of a computer and assigned software.

Oral and written communication skills.

Methods of collecting and organizing data and information.

Mathematic calculations.

ABILITY TO:

Perform a variety of specialized duties in support of the instructional activities of the Biology Sciences Department.

Develop, update and maintain instructional and informational website content in support of Biology Sciences operations and instructors.

Plan, coordinate and organize office activities and coordinate flow of communications,

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correspondence and information in support of Biology Sciences.
Provide training and assistance to staff in developing internet documents and updating websites.
Assure smooth and efficient office operations.
Compose correspondence and written materials independently or from oral instructions.
Learn, interpret, apply and explain laws, codes, rules, regulations, policies and procedures.
Perform a variety of clerical accounting and budgetary duties in support of assigned activities.
Type or input data at an acceptable rate of speed.
Understand and resolve issues, complaints or problems.
Answer telephones and greet the public courteously.
Complete work with many interruptions.
Compile and verify data and prepare reports.
Maintain a variety of records, logs and files.
Utilize a computer to input data, maintain automated records and generate computerized reports.
Establish and maintain cooperative and effective working relationships with others.
Meet schedules and time lines.
Work independently with little direction.
Communicate effectively both orally and in writing.
Add, subtract, multiply and divide with speed and accuracy.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: associate's degree in subject matter appropriate to assignment and two years of clerical or secretarial experience involving frequent public contact including some work with website development.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.
Constant interruptions.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information in person and on the telephone.
Sitting or standing for extended periods of time.
Seeing to read a variety of materials.
Bending at the waist, kneeling or crouching to file materials.
Reaching overhead, above the shoulders and horizontally.