

YUBA COMMUNITY COLLEGE DISTRICT

CLASS TITLE: DISTRIBUTIVE EDUCATION SUPPORT SPECIALIST

BASIC FUNCTION:

Under the direction of the assigned supervisor, perform and implement a variety of support solutions for the Distributive Education (DE) and Media Programs. Oversee daily operation of the Distributive Education Center; schedule, organize and assist in the training of student operators, arrange proctoring of exams and other related services for DE faculty; provide processing of course materials for students at a distance as requested by faculty. Assist with multiple YubaOnline course software functions. Act as liaison between Distributive Education faculty, staff and students.

REPRESENTATIVE DUTIES:

Coordinate with faculty scheduling of YubaOnline/Distributive Education course exams; establish and maintain contact with campus facilitators; assist faculty with grading exams, homework and attendance; collect and distribute all YubaOnline/Distributive Education course syllabi and materials according to established procedures. (E)

Serve as first point of contact for students and provide information and assistance for Distributive Education courses. (E)

Serve as a member of the contact team for YubaOnline/Distributive Education software and technical support staff. Troubleshoot student technical problems. Assist individual student operation of college online courseware management software (i.e.: WebCT). (E)

Communicate with District faculty, staff, students and others to provide liaison assistance with the Distributive Education Program. (E)

Research, recommend, compose and refine web content management. (E)

Provide backup to student operators in the daily operation and functions of ITV control room(s). (E)

Provide a variety of technical information and assistance to students, staff and faculty in person, on the telephone and through written materials. (E)

Program character generator and texscan for community viewing over college ITV and Cable channels. (E)

Assist with Distributive Education printed materials; including proof reading and spell checking. (E)

Interview, hire and provide work direction and work schedule to student assistants as assigned; verify and monitor hours worked and submit to appropriate personnel. (E)

Assist in training of ITV student operators. (E)

Maintain a variety of statistical records, financial records and reports as required. (E)

Maintain required FCC programming log for daily broadcast from ITV classrooms and other schedules for student operators. (E)

Provide and maintain an organized and professional office environment. (E)

Assist students and staff at Media Circulation desk; check in and out computers, films, videos, records,

cassettes, equipment and other materials; assist staff and students in the proper operation of media equipment and computers as necessary. (E)

Record and duplicate video tapes and instructional materials as requested. (E)

Order required textbooks and other related materials for the Distributive Education Program according to approved procedures. (E)

Perform related duties as assigned.

KNOWLEDGE OF:

Programming Character Generator and TexScan information

Entry level software administration and web content management

Interpersonal skills using tact, patience and courtesy

Principles of training and providing work direction

Familiarity with the operation and use of a wide variety of media equipment

Modern office practices, procedures and equipment

Record keeping techniques

Correct English usage, grammar, spelling, punctuation and vocabulary

Oral and written communication skills

Basic HTML, web editing applications

Working proficiency within the functions of course management software (WebCT)

World Wide Web (WWW) interface functions and electronic mail capabilities

General operation of television control room

ABILITY TO:

Learn the practices and procedures related to the District Distributive Education Program

Learn District organization, operations, policies and objectives specifically related to the Distributive Education Program

Provide direct support to Distributive Education Center operations and activities

Perform specialized and technical duties related to the Distributive Education Center

Plan, organize and prioritize workload

Exercise discretion and good judgment in performing duties of assignment

Operate general office equipment including, but not limited to the following: computer terminal, calculator, copier, fax, etc.

Make arithmetic computations with speed and accuracy

Understand and follow oral and written instructions

Type at 45 words net per minute from clear copy

Work independently with little direction

Work cooperatively with faculty and staff in a collaborative team environment

Meet schedules and time lines

Supervise, train and provide work direction to others

Maintain records and prepare reports

Communicate effectively both orally and in writing

EDUCATION AND EXPERIENCE:

Any combination equivalent to an Associate's Degree in communications or related field and one year experience in Distributive Education including experience in circulation of media materials, or instructional television, or online courseware management.

ENVIRONMENT:

Office environment; subject to constant interruptions

PHYSICAL ABILITIES:

Bending at the waist

Dexterity of hands and fingers to operate a computer and standard office equipment

Hearing and speaking to exchange information

Kneeling or crouching

Seeing to read a variety of materials

Sitting and standing for extended periods of time