

**Job Description/Title:** College Information Clerk/Dispatcher → College Receptionist/Dispatcher  
**Approved, Bargaining Unit President:** 3/14/08  
**Approved, MPC Associate Dean, Human Resources:** 2/28/2008  
**Board Approved:** 6/24/08

## MONTEREY PENINSULA COLLEGE

### COLLEGE RECEPTIONIST/DISPATCHER

#### **JOB SUMMARY**

Under direct supervision, conduct transactions with educational personnel, students or the public in matters requiring knowledge of rules, procedures, policies, precedents and activities related to services and programs of the college. Provide referral and follow-up on information related to academic programs and departments of the college. Serve as the dispatch person for the campus security program.

#### **EXAMPLES OF FUNCTIONS**

##### **Essential Functions**

Provide information on programs, services, policies and procedures of Monterey Peninsula College, in person and assistance to telephone inquires and route as appropriate

Record and disburse lost and found articles

Coordinate lost and found sale

Sell and record sale of MST bus passes, and U.S. postage stamps

Maintain and disperse current materials and brochures generated by college programs and services.

Disburse monthly Student employment Payroll checks

Disburse and record Staff / Faculty Parking Permits and Gate Cards.

Record, disburse and/or mail Faculty/Staff Parking Permit; issue Faculty/ Staff Identification cards and validation stickers.

Screen emergency calls and route appropriately

Dispatch campus security guard to related security matters and emergencies.

Provide Notary Services; maintain current knowledge on related laws and regulations.

Update and maintain electric sign board in the College Center

Create and maintain an updated staff / faculty telephone directory.

Create and maintain binders and/or listing for the following: cancelled classes, enrollment list of students, maps of campus, and daily events on campus.

Train and oversee the work of student employees functioning as relief and back-up workers

Act as a liaison to community members  
Process student parking permit refunds

**Other Duties**

Perform other related duties as assigned.

**EMPLOYMENT STANDARDS**

**Education and Experience**

Any combination of training and experience which would indicate possession of the knowledge, skills and abilities listed herein. Two years of increasingly responsible related experience.

**Knowledge**

Knowledge of: receptionist and telephone techniques; TTY phone machines, proper office methods and practices including filing systems, letter and report writing; mathematical computations; office management techniques and procedures; public and human relations skills.

**Abilities**

Ability to: learn the operation of a telephone system; answer telephones clearly and courteously; work with diverse community and campus requests for information; provide accurate, clear information to callers; communicate effectively under pressure with a wide variety of people; learn and communicate general District information, general functions, policies, rules and regulations of a community college; operate a communication radio related for dispatching security; obtain a Notary Public license if assigned; train and oversee the work of student workers; demonstrate an understanding of, sensitivity to and appreciation for, the academic, ethnic, socio-economic, disability and gender diversity of students and staff attending or working on a community college campus.

**PHYSICAL EFFORT/WORK ENVIRONMENT**

Light to moderate physical effort; occasional standing or walking; periodic handling of lightweight parcels up to 15 pounds. Indoor work environment.