

## **Division: Administrative Services**

### ***Department: Business Communications***

**Director or Chair:** Alba Orr

**Program Description:** The Grossmont College Business Communications Services/Mail Center provide an extensive variety of services to the campus faculty, staff, and students by processing and monitoring reimbursements, expenditure requests, quick dollar requests, check requests, facility use rental requests, campus-wide travel arrangements and associated forms, distribution of payroll checks, issuance and monitoring of campus keys and staff parking permits. This office also provides assistance to users of the college/district financial computer system (IFAS), purchase request processing, and budget transfer processing. Other items/forms that are processed include maintenance repair requests, expenditure transfers, and miscellaneous forms. The College Business Communication Office staff coordinate and support campus communications including the telephone system, voice message system, internal (College and District) mail, and external postal services. A copy machine is available for limited (1-5) copies use. Also, faxing services is available and postage stamps may also be purchased.

The Business Communications Office currently houses the Business Communications Services Supervisor, four (4) Business Services Specialists, and (1) part-time Mail Processor.

### **Activities**

Activity #1:

Hire (2)replacement 1.0 FTE Classified contract positions for vacant Mail Processor and Business Services Specialist.

Benefits:

To improve mail and business process service to the campus and provide full coverage within the Business Communications Services Office. Improve stability in the Business Office.

Requirements:

Curriculum Development?	N
Equipment?	N
Facilities?	N
Marketing?	N

Staffing – Classified?	Y
Staffing – Faculty?	N
Staff Development?	N

Goals and Objectives: 4, 4.3

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Activity #2:

Create and hire a part-time Hourly or Contract Classified position to work evening shift, providing service to evening instructors and increasing security in the mail center at night.

Benefits:

To assist general public, students, and staff with any BCS services we offer such as key issuance, parking, homework dropoff, paychecks, mail services, packages and general information, etc.

Requirements:

Curriculum Development?	N
Equipment?	N
Facilities?	N
Marketing?	N
Staffing – Classified?	Y
Staffing – Faculty?	N
Staff Development?	N

Goals and Objectives: 4, 4.3

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Activity #3:

Secure the Mail Center by installing a keyless access control system for entry.

Benefits:

To alliviate both personal and safety hazards campus wide. To make it more accessible to staff & faculty on a 24/7 basis.

Requirements:

Curriculum Development?	N
Equipment?	Y
Facilities?	Y
Marketing?	N
Staffing – Classified?	N
Staffing – Faculty?	N
Staff Development?	N

Goals and Objectives: 5, 5.3

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Activity #4:

Improve security in the Mail Center to ensure unauthorized personnel do not enter the mailcenter or have access to the Mail Center. Make existing lobby space more efficient to better serve faculty, staff and students by relocating outgoing mailboxes and equipment. To create a identification badge for the students to provide for authorization upon entrance of the Mail Center.

**Benefits:**

To alleviate both personal and safety hazards to business office and other campus employees and enable better control of those entering the mail center Mail Center.

**Requirements:**

Curriculum Development?	N
Equipment?	Y
Facilities?	N
Marketing?	N
Staffing – Classified?	N
Staffing – Faculty?	N
Staff Development?	N

Goals and Objectives: 5, 5.3

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**Activity #5:**

Work on checkout procedures for keys and parking permits on staff/instructors not returning for employment. Work with Employment Services on notification when employees terminate their employment with the district so that we may request return of keys/parking etc.

**Benefits:**

Improve accountability on keys. Decrease number of missing keys that do not get returned, therefore; decreasing risk of personal safety, security violations, and theft of equipment.

**Requirements:**

Curriculum Development? N

Equipment?	N
Facilities?	N
Marketing?	N
Staffing – Classified?	N
Staffing – Faculty?	N
Staff Development?	N

**Additional Planning Activities**

6. Utilize Resource 25 to its full advantage, be able to implement charges on facility use forms for both in house (tracking of actual cost) and outside agents for invoicing.

7. Continue to assist the Dean of Administrative Services, in determining and implementing methods to streamline, simplify, and improve business processes with the goal of making these processes user friendly and decrease processing time.

8. Develop / update procedures on key issuance.

9. Develop procedures for inter-office mail distribution of flyers, memos, etc produced by staff, faculty and outside sources.

10. Continue to develop, review and implement processes to improve customer service.

11. Replace fax machine for the office to better assist the college faculty and staff.

12. Purchase of Folding/Inserter System – to assist the different departments on campus that are doing large mailings manually. Reducing expense of hourly staff budget.

13. Install attention button on mail center work door to alert mail processor that assistance with mail is needed by staff.

14. Reorganize/remodel Mail Center area and lobby to handle the influx of new staff that will be needed in the coming years.

15. Analyze the need of additional mail boxes for faculty and staff as we are running out of room and the spaces in the boxes are getting smaller .

16. Place self service postage machine on the staff side of mail center (that will take Credit Cards) to better service college staff & departments.

17. Our own mission statement: to better serve faculty, staff and students with safety, privacy, efficient distribution of mail at a timely and secure manner.

18. Reconfigure the automatic sliding entrance door to mail center lobby, by reversing the slider to the other side for safety concerns, even though we have signage on the door staff still try to enter on the wrong side.

19. Purchase ergonomics floor mats for the Mail Center to provide an environment that is safe and ergonomically sound. The floor mats will provide leg support while distributing and processing mail.

20. Update the staff directory on a monthly basis and make it more accessible online.

21. Create signs in lobby for better direction to staff and students on where to pick up packages, pick up paychecks, drop off homework, etc.

22. Update the BCS webpage.

23. Submit recommendations to revise forms and update the procedures of the forms used and issued by the BCS Office. To better inform college constituent and public for faster turn-around. Make directions clear and easy to understand to all end users. Decrease bureaucracy of paperwork.

24. Upgrade to newer pcs in the BCS Office and the Mail Center office.

25. Provide workshops on an ongoing basis to college staff/departments on mailing requirements and current USPS procedures, get information out to our students fast while saving additional dollars on mailing jobs.

26. Provide customer service workshop for office staff.

27. Be able to have either off campus or away from the office staff meetings. Our office is open from 7:30 a.m. to 7:00 p.m. M-Th and 7:30 a.m. to 5:00 on Friday's and there is no time available for much needed staff meetings unless staff is paid over time or comp time in order to meet.

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### **Accomplishments**

#### Accomplishment #1:

Purchased a shredder and placed in lobby for faculty/staff use to destroy confidential documents. The recycle bin in the Mail Center is inspected for confidential items to be shredded on a daily basis.

Goals and Objectives: 5, 5.6

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#### Accomplishment #2:

Reconfiguration of the BCS Office. The Switchboard Operator was relocated to alleviate background noise while operator on phone with an incoming caller and give better assistance to staff and students. The relocation of the other Business Services Specialist desk to the back of the office to process work in a quieter area.

Congestion was relieved in the BCS Office to accomodate wheelchairs if needed. The extra desk was relocated to the Mail Center Office.

Goals and Objectives: 5, 5.3

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#### Accomplishment #3:

Replaced the TADIRAN phone equipment on switchboard. Which alliviated the system going down at least once a week.

Goals and Objectives: 3, 3.6

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#### Accomplishment #4:

Designed a form for student homework drop off into their instructor's mailbox. This has made the students more responsible and has helped with misplaced homework from students.

Goals and Objectives: 1, 1.1

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#### Accomplishment #5:

A work station was created in the Mail Center work area for the Mail Processor to do work related items. The Mail Processor now keeps track and completes all monthly mail reports which in the past were prepared by the Switchboard operator. All mail related files are now centrally located within the Mail Center office.

Goals and Objectives: 5, 5.3

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Accomplishment #6:

Developed a form for faculty/staff to sign and date for pickup of incoming packages. This has alliviated the claims that packages were never received.

Goals and Objectives: 1, 1.4

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Accomplishment #7:

Installed an additional 'panic button' in BCS Office that immediately alerts Public Safety and the Evening Dean of a situation in progress.

Goals and Objectives: 5, 5.6

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Accomplishment #8:

Serve on 100 Bldg Task Force to assist in developing plans for renovation of the Mail Center, Lobby, BCS Office and Switchboard so that the areas better serve the campus and that the workstations are laid out for more efficiency.

Goals and Objectives: 5, 5.3

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Accomplishment #9:

Installed a customer service bell for assistance in the Mail Center. This is to alert the Mail Processor of a customer while the Mail Processor is processing outgoing mail.

Goals and Objectives: 6, 6.6

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Accomplishment 10:

Assisted in the implementation of the new voice mail system by informing, directing and assisting the faculty/staff of new procedures. Assisted Information Systems with revamping the various phone tree directories. This campus wide system is to provide more memory so that it can retain more voice messages. This new system has greater compatibility with the digital phone system the campus is curently using.

Goals and Objectives: 3, 3.6

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**Additional Accomplishments:**

none