Communications Technician

Job Code 50010262

General Description
This position is responsible for transforming manuscripts into useful study materials and assists the Assistant Director of Course Production and Development in marketing courses and the distribution of course offerings for informational materials.

Examples of Duties
Transforms manuscripts submitted by instructors into useful study materials.
Communicate with faculty to produce course content.
Maintain the usefulness of course content and materials.
Maintain a comprehensive source of information for customers regarding the policies, procedures, services, program offerings.
Assist in the development of content for the website and print materials.
Maintain content on the website.
Assist in marketing efforts.
Disseminate information about course offerings and policies and procedures.
Maintain a list of all courses in development and course production projects in progress.
Maintain a record of current and past correspondence course offerings.
Assist in training editorial assistant(s) on correct course production procedures and use of software programs.
Assist in evaluating software needs and makes recommendations for upgrades.
Perform other duties as assigned.

Knowledge, Skills, and Abilities
Knowledge of: word processing and design programs, spreadsheets, and date manipulation; institutional policies and procedures; correspondence studies practices; database; instructional design; web design software and principals, marketing procedures.

Skill in: prepare clear and concise sentences, letters, memos, and reports; drafting policy statements; working as a team member; interacting with difficult people; problem solving and decision making, marketing courses.

Ability to: Understand complex written job instructions; read and compare and verify columns of numbers; read and interpret manuscripts; understand charts, graphs, understand mathematical concepts presented in courses, course grading, methods presented in study guides, reconcile
discrepancies, to use personal computers and Mac operating systems, edit documents, consistently follow the established course production process.

**Educational Experience**
To qualify for this classification, an individual must possess any combination of experience and education that would likely produce the knowledge, skills, and abilities.

**Other Requirements**