

## Sonoma County Office of Education – Job Description

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**Classified**

### **ADMINISTRATIVE SUPPORT SECRETARY IV / LIVE SCAN TECHNICIAN**

#### **Definition:**

Performs technical and complex administrative support and record keeping duties to provide support to a department, or program. Provides technical assistance to other staff on various aspects of work performed including use of technology to enter and access information. Performs complex technical tasks in connection with receiving and processing Live Scan applicant records for analysis by law enforcement agencies.

#### **Distinguishing Characteristics:**

This position is the senior level in the Administrative Support Secretary series. The position requires in-depth knowledge of the terminology, practices and procedures of an area of specialization. The position is regularly challenged and has the latitude to choose from alternatives when making independent judgments needed for work assignments. This position also requires well-developed record keeping knowledge to monitor and analyze department performance against budgets. Employees in this position will at times be expected to exercise independent judgment.

#### **Supervision Exercised and Received:**

Serves under general supervision within the framework of standard policies and procedures.

#### **Example of Duties and Responsibilities:**

*Duties and Responsibilities may include, but are not limited to, the following:*

- Performs a wide variety of complex and specialized administrative support related assignments. Types letters memoranda, work orders, purchase orders, reports, contracts, or other materials from straight copy, rough drafts or verbal instructions. Prepares flyers, handbooks, course catalogs and other program materials.
- Maintains records and processes technical reports and documents requiring in-depth knowledge of the terminology, policies and procedures of department or area of specialized function. May contact external agencies for clarification on reporting requirements.
- Verifies and processes information contained in the Request for Live Scan Services form and submits information to the Department of Justice (DOJ) and when appropriate to the Federal Bureau of Investigations (FBI).
- Assists applicants with questions on any and all aspects of the required submission forms.
- Assists applicants with capturing fingerprints through the Live Scan digital imaging system. Ensures that applicant fingerprints are clear and complete. Transmits fingerprint images and related applicant information to law enforcement agencies for screening.
- Maintains an active database of transactions, fees collected and processed and critical dates or actions needed.

- Invoices districts and agencies for services provided.
- Act as an information source to administration, agencies and others regarding departmental/unit policies, procedures and requirements; receives and interviews callers; provides information where judgment, knowledge and interpretation of established procedures and policies are required.
- Establishes and maintains a variety of filing systems using a personal computer and document retention system.
- Compiles statistical data, posts routine administrative or financial transactions and maintains various department information onto establish data entry formats. Searches out information in departmental records and files.
- Reviews and maintains financial information for at least one organizational unit. Receives, verifies, and enters information into an automated accounting system, forwards financial documents to be processed, and reviews financial reports, evaluating for accuracy.
- Ensures the timely distribution and receipt of a variety of records and reports. Requests or provides information as necessary to assure completeness and accuracy.
- Reviews and prepares documents for entry of information into electronic data processing system. Follows up as necessary to complete documents.
- Enters and updates information into system according to standard formats. Develops and customizes spreadsheets and databases to produce reports.
- Maintains a calendar of schedules, programs, deadlines and due dates. Notifies and reminds staff of critical dates and events. May perform event registration duties such as originating and preparing registration packets, schedules, and other general correspondence, and arranging for meeting rooms.
- May perform receptionist duties for single or multiple work sections using a centralized phone system, with multiple lines. Greets visitors, staff, parents, students, etc. in person or over the telephone, ascertains nature of business and provides in-depth information related to area of assignment.
- Receives, sorts and distributes incoming mail. Composes routine correspondence independently as appropriate.
- Operates a variety of current office machinery.
- Performs other duties as required to accomplish the objectives of the position.

## **Employment Standards:**

### ***Knowledge of:***

- In-depth knowledge of modern office practices, procedures, and equipment, filing, record keeping, receptionist and telephone techniques and etiquette.
- Working knowledge of proper English, grammar, spelling and punctuation, sufficient to prepare routine correspondence and documentation.
- Working knowledge of the operating characteristics of common office equipment including personal computers and office productivity software, copiers, facsimile machines, etc.
- In-depth knowledge of departmental procedures, sufficient to explain to others and standing instructions related to work performed.
- In-depth knowledge of accounting and record keeping practices and procedures.
- Math skills sufficient to compute sums, quotients, fractions, percents and ratios.
- Sufficient communication skills to greet and work cooperatively with client and co-workers to convey a positive, service-oriented image of the department.
- Knowledge of safe work practices.

***Ability to:***

- Perform all of the relevant duties of the position with only general supervision and works independently to complete assignments.
- Operate a personal computer using accepted office software that includes, but is not limited to, word processing, spreadsheets, relational databases, desktop publishing, report writing and graphic layout.
- Understand and apply office rules, regulations and policies required for effective job performance.
- Analyze complex and sensitive problems and apply appropriate solutions.
- Read, understand, interpret, and apply information from service contracts, and state, federal, and local laws and regulations.
- Write complex technical correspondence in a professional manner.
- Maintain confidential and sensitive information.
- Prioritize work in order to meet multiple deadlines and maintain schedules.
- Coordinate calendars and projects with administrative staff.
- Maintain an orderly work environment and perform tasks in a prescribed and safe manner.
- Maintain and improve professional skills and knowledge.
- Work flexible hours, which may include evenings and weekends.
- Be flexible and receptive to change and work effectively as part of a team devoted to customer service.
- Type or keyboard accurately at a rate of 55 w.p.m. from clear copy.

***Computer Skills:***

- Intermediate to advanced desktop publishing.
- Internet usage.
- Advanced Word Processing skills, such as the ability to format sections, multiple headers/footers; set tabs with leaders and indents; format text into columns and create and format tables and forms; insert watermarks, AutoShapes, and word art; create templates and use merge functions.
- Advanced Database skills, such as the ability to sort and retrieve records; create layouts and reports; create and print mailing labels; perform mail merge for form letters; add, edit, delete fields and records; and work with relational databases to create reports and lists.
- Advanced spreadsheet skills, including the ability to insert formulas and mathematical calculations; create workbooks; use multiple worksheets; format and print worksheets; sort lists; and create graphs and charts.
- Advanced email skills, including the ability to edit preferences, create folders and address books, appropriate use of reply and forward.

**Education and Experience:**

*Any combination of education and experience that would provide the knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

***Education:***

- Requires a High School diploma or equivalent supplemented by formal or informal education or training which insures the ability to read and write at a level necessary for successful job performance.
- Formal training in office procedures, clerical accounting and record keeping, preferred.

***Experience:***

- Requires four years of broad and varied experience in a general office or customer service setting.
- AA degree or equivalent preferred.

***Physical Abilities:***

*The physical abilities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

- The position requires ordinary ambulatory ability to retrieve work materials, intermittent walking, standing, stooping, and carrying and lifting of light weight materials (under 20 pounds).
- Requires visual acuity sufficient to recognize people, words and numbers.
- Requires hand-eye-arm and finger dexterity to use a personal computer keyboard, ten-key and other common office equipment.
- Requires speaking and hearing ability sufficient to hear over phone and carry on routine conversations.

***Work environment:***

- Work is performed in an office and/or a variety of off site locations with minimal exposure to health and safety considerations.

***Other Requirements:***

- Must be fingerprinted and satisfactory Department of Justice and Federal Bureau of Investigation records checks must be received by Sonoma County Office of Education, prior to employment.
- TB testing will be required upon employment.
- Must pass a pre-employment physical (if applicable).
- Visual acuity sufficient to read manuals, video display screens, and other related material and work at a computer screen frequently and throughout the day.
- May be required to obtain first aid and CPR certificates within the first 6-12 months of employment.
- May be required to drive with or without students; some positions may require a current California driver license, proof of insurance, and possible participation in the DMV Pull Notice Program once employed.

***Other:***

- Revised: June 2017
- FLSA Status: Non-Exempt
- Bargaining Unit: SEIU
- Approved by: Personnel Commission