

ADMINISTRATIVE TECHNICIAN

DEFINITION

Under general supervision, provides a variety of technical and administrative support for assigned management and departmental staff; evaluates and makes recommendations on office and inter-departmental processes and procedures; coordinates assigned programs, projects, and services with other departments, divisions, and outside agencies; provides assistance for a wide variety of technical assignments related to administration of budgets, contracts, financial operations and department programs; provides customer service to Office staff and the general public over the phone, in person or via email; and performs related duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned management and supervisory personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is the advanced journey-level classification in the administrative support series and is responsible for independently performing technical administrative duties in support of assigned department, division, or program. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Administrative Assistant classification series in that the latter is responsible for applying clerical and administrative procedures and requirements to perform duties that facilitate the work of an office and/or unit, such as receiving and controlling incoming correspondence, organizing, and maintaining filing systems, organizing clerical processes, and gathering basic program and project status information.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Provides technical and administrative support for assigned management and departmental staff; applies technical procedures, methods, and techniques to support department programs, services, and administrative processes; monitors and explains operational and program requirements and processes to various stakeholders; coordinating resolutions to issues or problems which may arise.
- Evaluates office and inter-departmental processes and procedures; develops, implements, and/or makes recommendations for modifications as necessary to maintain efficient and effective office operations.
- Plans, schedules, and/or coordinates both internal and external meetings, conferences, trainings, seminars, and other related events; coordinates logistics, facility reservations, catering, contracts, and

other necessary processes; sets up equipment and supplies for meetings and other events as needed; takes, transcribes, and distributes minutes as directed.

- Assists or administers assigned departmental/division projects and/or programs as assigned by management staff; provides assistance in various research and department-related projects.
- Prepares and processes various documents requiring knowledge of assigned department/division's programs/projects, operations, and services and the ability to explain, interpret, and apply Office policies and procedures relevant to assigned area of responsibility.
- Performs various accounting and budget support work such as monitoring budgets, purchase orders, and account balances; determining and calculating required fees; processes, prepares, and/or tracks reimbursements, requisitions, and invoices; assists department management and staff in preparation of budget documents including grant reporting.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and Office policies and procedures in determining completeness of applications, records, and files; ensures submittal of mandated reports to appropriate agencies as necessary.
- Develops, implements, organizes and maintains accurate and detailed databases, spreadsheets, electronic and physical files, and records including websites; verifies accuracy and/or accessibility of information, researches discrepancies, and records information; reconciles transaction and data; audits documents for completeness, accuracy and compliance with rules and regulations.
- Designs, creates, and edits a variety of documents, which may include correspondence, letters, memos, agendas, reports, lists, forms, schedules, flyers, event materials, and reports; creates job aids and training materials for various processes, procedures, and functions.
- Assists with requests for proposals, as well as bids for projects and/or services; reviews contracts and procurement documents and gathers vendor information and documentation, bid requests, and price quotes; reviews and verifies compliance documentation; prepares draft contracts, agreements, and purchase orders and routes for approval; tracks contracts and adds amendments; maintains copies of contracts, bid documents, proposals and related information.
- Compiles information and data for administrative, statistical, and financial reports; checks data; prepares and assembles reports, manuals, articles, announcements, and other informational materials.
- Provides information to the public or Office management and staff that requires the use of independent judgment, interpretation of policies, rules, regulations, and procedures, and ensuring compliance with program, division/department, Office, funding agency, and federal, state, and local requirements.
- Communicates with personnel, outside agencies, and other external parties to exchange and verify information, request and provide materials, coordinate activities, and resolve issues or concerns.
- Performs a variety of office support duties; opens and routes mail; monitors inventory level of office and designated supplies; orders, maintains, and receives office and designated supplies; distributes, collects, processes, maintains, and duplicates a variety of related forms, applications, and records which may include assisting with the preparation, processing, and maintenance of grant information and related materials.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to completion of the twelfth (12th) grade supplemented by college level coursework in public or business administration or a related field; and
- Four (4) years of increasingly responsible administrative or office support experience.

Licenses and Certifications:

This position may require employees to travel locally, and specifically, employees must be able get themselves to different locations during their workday. Employees will be responsible for ensuring that they can timely move between locations during their workday either via driving themselves with a valid driver's license or using other modes of transportation, including a ride hailing service, taking a taxi, carpooling, bicycling, etc.

Knowledge of:

- Administrative principles, methods, and procedures related to accounting, budget, and/or program compliance.
- Operations, services, programs, and processes of the department to which the position is assigned.
- Practices and methods of office management and administration, including the use of standard office equipment.
- Research, data collection, and reporting techniques, methods, and procedures.
- Business letter writing and the standard format for reports and correspondence.
- Business mathematic principles.
- Principles and practices of record keeping and records management.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Mandated safety rules, regulations and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Research, interpret, summarize, and present administrative and programmatic information and data in an effective manner.
- Interpret, explain, and apply administrative and departmental policies and procedures.
- Perform arithmetic, financial, and statistical computations accurately.

- Gather, compile, and track department-specific information from a variety of sources.
- Evaluate alternatives and make judgments within established policy and procedural guidelines.
- Participate in the preparation of the department budget, including tracking and monitoring expenditures.
- Prepare and maintain accurate and precise written documents such as reports, records, forms, agendas, presentations, and correspondence.
- File and maintain automated and hardcopy records with accuracy.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to the work performed.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.