

ADMINISTRATIVE TECHNICIAN

DEFINITION

Under direction, independently performs a variety of difficult and specialized administrative support functions that require a thorough knowledge of the terminology, procedures and practices for the incumbents' functional areas, with a significant degree of independence and accountability for results; performs a variety of difficult, responsible and specialized administrative and office support functions; creates and maintains reports, records and files required in connection with technical work processes; types and edits documents ranging from general correspondence to technical reports and spreadsheets; and performs related duties as required.

REPORTS TO

Higher level management staff.

CLASSIFICATIONS SUPERVISED

This classification may exercise direct, technical or functional supervision over lower level clerical or volunteer staff.

EXAMPLES OF DUTIES

The following are the duties performed by employees in this classification. However, employees may perform other related duties at an equivalent level. Each individual in the classification does not necessarily perform all the duties listed.

Performs a variety of difficult and specialized administrative support functions that require a thorough knowledge of the terminology, procedures and practices for the incumbents' functional areas, with a significant degree of independence and accountability for results; functional areas of responsibility can include program evaluation for funded programs, coordinating specialized functions such as the building permit process, assisting in the preparation and organization of all federal, state and local special elections, processing land title transactions, indexing all recorded maps and maintaining databases of survey information; incumbents provide administrative support to a variety of programs and management staff; obtains data from multiple sources; extracts data elements required; compiles and distributes contracts, reports, documents and other materials; updates and maintains specialized logs and databases including databases for monitoring and reporting technical work processes; generates periodic reports; assists in preparation of the annual budget; requests documents; tracks expenditures against budget and provides comparative information; creates reports, analyses and documents in compliance with

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regulatory requirements; incumbents may be assigned direct or lead supervisory duties wherein they plan, assign, review and evaluate the work of assigned staff, although these are not predominant duties; types, formats, edits, revises, proofreads and prints a variety of narrative, statistical and technical documents requiring technical departmental knowledge; creates forms, charts, tables and spreadsheets involving data manipulation; reviews documents for clerical accuracy, completeness and compliance with department requirements; calculates fees; receives and processes payments, deposits and deposit guarantees in accordance with provisions of agreements; greets, answers, screens and refers visitors and telephone calls, providing information and handling issues that may require sensitivity and the use of sound, independent judgment; organizes, maintains and updates subject, project, tickler and specialized files; maintains and updates file indexes; removes and archives inactive files; copies, performs input and maintains records, logs and databases of specialized or technical documents for a variety of purposes and information; and performs related duties as required.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and fax machine.

TYPICAL WORKING CONDITIONS

Work is performed in an office environment; continuous contact with staff and the public.

MINIMUM QUALIFICATIONS

Knowledge of:

- Operations, services and activities of assigned department or program area.
- Principles and practices of preparing reports and business correspondence.
- Rules and regulations governing assigned functional area to ensure compliance with these requirements, such as timelines, code and ordinance requirements, funding requirements, titling regulations, mapping criteria, and related rules.
- Specific terminology and common phrases used in assigned department or program area.
- Mathematical skills.
- Methods and techniques of evaluating programs.
- Methods and techniques of monitoring grant funds.
- Methods and techniques of monitoring budget expenditures and providing information on variances.
- Principles and practices of data collection and reporting.
- Office administration practices and procedures, including computers and standard or specialized word processing, spreadsheet, and database applications.
- Correct English usage, including spelling, grammar and punctuation.

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- Principles and practices of customer service.
- County organization, rules, policies and procedures applicable to departmental and program operations.
- Recordkeeping and filing practices and procedures.
- Applicable state and federal guidelines and regulations.
- As assigned, principles of supervision, training and performance evaluation.

Ability to:

- Independently perform a variety of difficult and specialized administrative support functions.
- Interpret, apply, and explain a variety of rules, regulations, codes and guidelines within assigned department or program area.
- Organize, set priorities and exercise sound, independent judgment within areas of responsibility.
- Research and validate information received prior to completing transactions.
- Identify discrepancies in documents received and provide recommendations on disposition of document.
- Collect and compile information to prepare documents and reports.
- Operate a computer, making advanced use of word processing, spreadsheet, database and other specialized software.
- Effectively represent the department or program in contacts with internal and external agencies.
- Type accurately at a speed necessary to meet the requirements of the position.
- Organize and maintain office and specialized files.
- Compose correspondence from brief instructions.
- Prepare and maintain clear, accurate and concise records and reports.
- As assigned, supervise, train and evaluate the work of staff.
- Use tact and discretion in dealing with sensitive situations and concerned people and customers.
- Understand and carry out oral and written directions.
- Communicate effectively both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

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Training and Experience: *Any combination of training which would likely provide the required knowledge and experience is qualifying. A typical way to obtain the required knowledge and abilities would be:*

Education

Equivalent to an Associate's Degree in business administration, public administration or a related field.

Experience

Four (4) years of increasingly responsible office clerical or technical support experience.

Substitution for Experience

Three (3) years of additional clerical/technical experience of the type noted above may be substituted for the Associate Degree.

Special Requirements

None.