

ADMINISTRATIVE TECHNICIAN

DEFINITION

To perform responsible, complex and specialized office and technical support to assigned City department; to perform technical duties in one or more internal support areas including contract administration, procurement or implementation of special programs and projects; and to provide technical support to an assigned supervisor.

DISTINGUISHING CHARACTERISTICS

This is the journey level in the single level technical Administrative Technician class. Incumbents initially perform the more routine duties assigned to positions in this class and work under close supervision. However, as experience is gained, incumbents are expected to perform the full range of duties as assigned with increasing independence.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from an assigned supervisor.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Provide responsible, complex and specialized office and technical support to one or more internal assigned City department support areas including support on operational issues such as policies, purchasing and procurement, records management and contract administration and special programs and projects.

Produce and distribute agendas, summaries, minutes, packets, public notice mailing lists and related materials for meetings; maintain meeting calendars and attendance statistics.

Perform research and collect, track, enter, process and retrieve data; design informational materials and implement public education program for projects in assigned area of responsibility.

Prepare correspondence, reports, work orders, calendars and specialized documents related to the organizational unit to which assigned; design forms, data bases, procedures and tracking systems related to assigned projects and programs.

Assist in grant writing and grant administration; ensure that insurance and related requirements and documents are in place and maintained, as assigned; maintain financial reporting requirements; assist in preparation of budget for the assigned organizational area by compiling data, monitoring and tracking expenditures and monitoring budget allocations.

Maintain City contracts and professional service agreements, ensuring insurance and indemnifications meet City standards.

Attend to a variety of office administrative details such as ordering supplies, arranging for the repair of equipment, transmitting information, and keeping reference materials up to date.

Act as a receptionist and receive and screen visitors and telephone calls; direct callers to the appropriate person or personally handle the call; provide information to the public or make appropriate referrals.

Prepare and distribute supporting documentation for reports and files, prepare memorandum, agendas, agenda packets and minutes for various meetings.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Foster an environment that embraces diversity, integrity, trust, and respect.

Be an integral team player, which involves flexibility, cooperation, and communication.

Perform related duties as assigned.

### MINIMUM QUALIFICATIONS

#### Knowledge of:

Principles and practices of governmental organizations, Commission administration and records management.

Principles and methods of technical office administrative practices and procedures including filing, archiving and data management.

Methods and procedures for contract administration, bid preparation and effective program administration and coordination.

Methods and techniques of research, report writing and presentation, statistics and their use and application.

Proper English usage, grammar, spelling and punctuation.

Relevant local, State, and Federal laws, rules and regulations related to area of assignment.

#### Ability to:

Perform responsible, confidential, complex and specialized office and technical support and to perform technical administrative duties in one or more internal support areas including proprietary software related to area of assignment, contract administration, procurement or implementation of special programs.

Intermittently, review and evaluate documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve issues for the public and with staff.

On a continuous basis, sit at desk for long periods of time or stand at public counter; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone; write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Prepare detailed and accurate written reports and other documents related to area of assignment; provide technical support and assistance within unit assigned.

Develop and implement goals, objectives, procedures, work standards and internal controls.

Organize and prioritize work assignments; and meet deadlines.

Multi-task.

Provide diplomatic responses in stressful situations.

Use sound judgment in recognizing scope of authority.

Operate and use modern office equipment including computers and applicable software.

Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.

Utilize appropriate safety procedures and practices for assigned duties.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Maintain updates to department website, including notices, agendas, meeting packets.

Communicate clearly and concisely, both orally and in writing.

### Experience and Training

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

#### Experience:

Two years of responsible technical administrative program support experience.

#### Training:

Equivalent to an Associate's degree from an accredited college or university with major course work in business, accounting or a related field.

### License and Certificate

Possession of a valid California Class C Driver License may be required at the time of appointment. Failure to obtain or maintain such required license(s) may be cause for disciplinary action. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis.