



ADMINISTRATIVE TECHNICIAN I/II

Class specifications are intended to present a description of the range of duties performed by the classification. Specifications are not intended to reflect all duties performed. Classifications will perform other related duties as assigned.

Definition:

Under supervision, performs a wide variety of technical and financial administrative work in support of a City department. These positions are responsible for providing information and assistance to other City staff and the public. Specific duties of these positions vary based on department assignment. The Administrative Technician I and Administrative Technician II classifications are flexible classifications which allow for progression from the entry level position to the journey level when the City determines the experience and qualifications levels are met.

Essential Functions:

- Maintain administrative records for assigned program/project area. Maintain specialized databases.
- Perform research and analysis on administrative, fiscal matters as directed; prepare reports and spreadsheets to summarize findings in accordance with general guidelines.
- Assist in budget preparation; process department invoices for payment and review for accuracy.
- Assist in Departmental fiscal year set up and year end closing.
- Assist with contracts processing; request and/or provide documentation for insurance requirements, follow-up with vendors as necessary. Ensure compliance with program regulations and criteria.
- May assist in the development of policy, plans, procedures, and helps monitor implementation.
- Responds to inquiries and provides technical and administrative assistance to resolve concerns or questions on program area.
- Act as departmental liaison to other department staff or the public in areas of responsibility.
- Perform administrative duties within the clerical support system; recommend improvements in workflow procedures and use of equipment and forms.
- Assist with customer service needs of the department including receiving and screening office and telephone callers; respond to complaints and requests for information on regulations, procedures, systems, and precedents relating to assigned responsibilities.
- Operate a computer and related software in the preparation of correspondence, spreadsheets, and other reports/documentation.

Qualifications:

Knowledge of:

- Methods and techniques of research, program analysis and report preparation.
- Budget preparation
- Basic accounting methods, financial review and analysis and processing of contracts

- General office procedures, methods, and equipment including computer equipment.

Ability to:

- Perform complex administrative and financial work involving the use of independent judgement and personal initiative.
- Compose and accurately proofread correspondence.
- Understand the organization and operation of the City and of outside agencies as necessary to perform assigned duties.
- Learn, apply, and explain related policies and procedures.
- Compile and maintain accurate records.
- Operate modern office equipment including a computer.
- Work independently in the absence of supervision.
- Maintain confidentiality of sensitive information and data.
- Communicate clearly and concisely, both orally and in writing.
- Exercise good judgement, flexibility, and tactfulness in response to customer inquiries and complaints.
- Establish and maintain cooperative working relationships with those contacted in the course of work, including City staff and the public.
- Maintain physical condition, audio-visual discrimination and perception, and mental capacity appropriate to the working conditions and the performance of assigned duties and responsibilities.

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

Experience:

Level I: One year of customer service, administrative, and financial experience involving financial record keeping and project and/or program assistance.

Level II: Two years of increasingly responsible customer service, administrative, and financial experience working with budgets, invoice processing, contract monitoring, and other related areas.

Training:

Equivalent to completion of the twelfth grade supplemented by specialized classes in accounting, finance, or a related field.

Working Conditions:

Work in an office environment including sustained posture in a seated position for prolonged periods of time; standing and moving around work area. Subject to frequent interruptions and contact in person and on the telephone. Position requires grasping objects, repetitive hand movement and fine coordination including use of a computer keyboard. Speaking and acute hearing is required for customer service at the public counter and on the telephone. Good vision is required for the preparation of reports and other correspondence. Lift and carry up to 15 pounds.