



OFFICE TECHNICIAN

Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications may not include all duties performed by individuals within a classification. In addition, specifications are intended to outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

DEFINITION:

Under general supervision, performs a wide variety of specialized, highly responsible and complex clerical work in support of multiple divisions; provides clerical support to staff in all divisions; provides front desk reception duties; maintains mail room supplies and orders materials; and, performs related duties as required.

CLASS CHARACTERISTICS:

This class is responsible for moderately difficult clerical duties requiring considerable division/program knowledge and for performing routine administrative tasks in support of the District's divisions, including front desk reception duties. The position reports to the Administrative Division Supervisor.

ESSENTIAL FUNCTIONS: *(including, but not limited to, the following)*

- Provides clerical support to staff; greets visitors; answers phone calls and email requests; schedules meetings; distributes and files correspondence, documents, reports, and other materials.
- Prepares and distributes documents, such as agreements, contracts, permits, notices, and reports; submits public notices to local newspapers and agencies; inputs a variety of information into database systems and maintains tracking systems.
- Composes correspondence and compiles reports from a variety of sources; assists in the performance of administrative tasks, utilizing judgment in the application of policies and procedures; facilitates the transmission of documents and/or information to other offices and agencies.
- Receives inquires from the public, District staff and other agencies; answers phones and routes calls, or provides information requiring an understanding of District policies and procedures.
- Assists staff with a variety of administrative tasks using discretion, independent judgment and organizational skills; coordinates and completes special projects such as mass mailings of District related information, annual reports and rules updates; troubleshoots and resolves problems as they arise; completes projects under specified time constraints.
- Performs a variety of clerical tasks including word processing and/or data entry, proofreading, filing, editing, office machine operation; sorts, files, prepares, and/or processes a variety of documents and records according to established procedures; makes meeting arrangements; identifies office supply needs and orders supplies and equipment.
- Establishes and/or maintains a filing and retrieval system for interrelated files and records, both paper and electronic.
- Assists others in the performance of related tasks.
- Other duties as assigned and required to fulfill the essential functions of the position.

WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement, and fine coordination in writing, preparing statistical reports, and evaluating data using a computer keyboard. Additionally, the position requires near vision when reading correspondence and statistical data on the computer, and acute hearing when providing telephone service and communicating in person. The need to lift, drag and push files, displays or other materials weighing up to 25 pounds also is required.

QUALIFICATIONS GUIDELINES: *(The following are minimal qualifications necessary for entry into the classification)*

Education and/or Experience

Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for acceptable job performance. Example combinations include:

Equivalent to graduation from high school including or supplemented by course work in office procedures; use of the Microsoft Office Suite (Word, Excel, Outlook); database use and entry; paper and electronic filing and records management; and, three years of experience in performing increasingly responsible clerical work.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position)*

Knowledge of: Working knowledge of related clerical and general office methods and techniques including office equipment operation; record keeping; word processing; use of databases; paper and electronic filing systems; use of computer network e-folders using Microsoft Windows. Working knowledge of the basic functions and organization of municipal governments. .

Ability to: Communicate effectively orally and in writing; prepare and present issues in a clear and logical format; understand District policies and procedures; keep accurate records; analyze situations carefully and adopt effective courses of action; understand the operation of the District, assigned division and outside agencies; compose correspondence independently; communicate effectively with a variety of personnel; explain and apply policies and procedures; interpret and apply rules, regulations, legislation and policies; understand and follow verbal and written directions; work independently; type accurately at an acceptable rate of speed; operate a computer and use a variety of computer software; compile and maintain complex records and files; edit documents for correct English grammar, punctuation, and spelling; maintain confidentiality of records and information; apply modern office practices and use office equipment; perform mathematical calculations; and, establish and maintain effective working relationships.

Skills to: Operate standard office equipment such as a computer, copier, scanner, shredder, and telephone. Use of voicemail, email, and a variety of word processing, database management, and other software applications.

SPECIAL REQUIREMENTS:

Possession of or ability to obtain and maintain a Class C California driver's license.

FLSA– Non-Exempt
SEIU Unit 23

Adopted: January 17, 2019