



## ADMINISTRATIVE TECHNICIAN

### **DEFINITION**

Under general direction, performs a variety of responsible paraprofessional, technical, administrative, and secretarial support duties requiring the application of procedural, program, and compliance knowledge in support of a department, division, or program; assumes ongoing, technical responsibilities specific to area of assignment; coordinates assigned programs, projects, and services with other departments, divisions, and outside agencies; performs research and routine analysis on a wide variety of special projects; and performs related work as required

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from assigned supervisory or management personnel. Incumbents may supervise or lead clerical administrative support staff as an ancillary duty.

### **CLASS CHARACTERISTICS**

This is a fully qualified journey-level paraprofessional classification. Incumbents work under general direction and exercise a high level of tact, discretion, diplomacy, and independent judgment in performing a wide variety of specialized and confidential secretarial, technical and administrative support duties. The work has technical and procedural aspects, requiring the interpretation and application of and ensuring compliance with policies, procedures, requirements, and regulations and may involve frequent contact with staff and the public. Positions at this level 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 department or division. Incumbents may supervise or lead clerical administrative support staff as an ancillary duty.

This class is distinguished from the Administrative Assistant classification series in that the latter are 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.

This class is distinguished from the Administrative Analyst series in that the latter are professional-level classes with a broader range of variety and scope of duties and responsibilities in areas such as researching and analyzing practices and procedures, and assisting in developing recommendations for organizational, operational, policy, financial, budgetary, and procedural improvements in assigned areas.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)**

- Performs technical and procedural work in support of an assigned department, division, or program; applies technical procedures, methods, and techniques to support program and management analysis functions and processes; monitors and explains operational and program requirements and processes to various stakeholders.
- Assists in developing and monitoring assigned budgets, including gathering and reviewing financial data to identify and recommending account adjustments and fund transfers, developing narratives and project plans, monitoring labor hours and other expenses, ensuring accurate allocation to accounts,

providing account balances and updates to management and staff, processing invoices and purchase orders, maintaining budget spreadsheets, entering information into the financial software system, and attending budget meetings.

- Monitors, coordinates, organizes, and carries out administrative and technical assignments and projects; researches and compiles information and data from internal and external sources on topics related to assigned areas of responsibility; reviews, organizes, and summarizes data collected; compares data to identify trends and discrepancies; presents preliminary findings and recommendations in an appropriate format for review by senior professional, supervisory, or management staff.
- Researches, interprets, and ensures compliance with laws, codes, rules, and regulations, and County program guidelines, policies, and procedures related to assigned areas of responsibility.
- Composes, edits, proofreads, and submits Board of Supervisors, commissions, and committee agendas; staff, financial, budgetary, operational, and other technical and programmatic charts, reports, contracts and agreements; technical documentation; and various correspondence and informational material regarding assigned activities; may compile and process confidential material.
- Serves as a liaison or staff support to meeting and/or committee secretary, including preparing agendas and informational packets, posting required public notices pursuant to the law, local ordinances, and resolutions; setting up the room, and taking and transcribing minutes for assigned boards and committees.
- Verifies and reviews calculations, forms, and reports for accuracy, completeness, and conformance with established regulations and procedures.
- Evaluates office and inter-departmental procedures and makes recommendations for modifications as necessary to maintain efficient and effective office operations; assists in developing and implementing department/division objectives, policies, procedures, and work standards.
- Discusses analysis and conclusions with professional and/or management staff and drafts reports of study; relieves professional staff by following up on projects, transmitting information, and keeping informed of pertinent activities.
- Provides information to the public or County staff that requires the use of independent judgment, compliance with laws, and interpretation of policies, rules and procedures.
- Performs other clerical/administrative work as required, which may include, but is not limited to, typing and copying documents, scanning, filing/retrieving files, reviewing and processing mail, faxing information, answering the telephone, scheduling appointments and meetings, maintaining calendars, maintaining inventory of supplies and materials, etc.; listens to questions, and interprets and applies regulations, policies, procedures, systems, rules, and precedents according to existing guidelines; refers callers to the appropriate staff; coordinates or resolves problems of a moderate nature, when appropriate.
- Confers with representatives of other governmental agencies, business, professional and citizens' groups, vendors and the public.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Administrative techniques, including the principles of accounting, budget, and organizational analysis.
- Fundamental, statistical, and comparative analysis techniques and formulae.
- Public administration principles and practices.
- Applicable state, federal, and local laws, regulations, and policies and procedures applicable to department, division, and/or programs to which assigned.
- Basic principles and techniques of research, data collection, and report preparation.
- Principles of providing functional direction and training.
- Recordkeeping principles and procedures.

- Business mathematics and basic statistical techniques.
- Business letter writing and the standard format for reports and correspondence.
- Basic principles and practices of public agency budget administration.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County 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.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

**Ability to:**

- Perform responsible technical, procedural, and administrative, secretarial support work with accuracy, speed, and general supervision.
- Perform difficult and complex administrative, statistical, and functional work involving the use of considerable independent judgment.
- Evaluate alternatives and make judgments within established policy and procedural guidelines.
- Interpret, summarize, and present administrative and technical information and data in an effective manner.
- Research, analyze, and summarize data and prepare accurate and logical written reports.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Make accurate mathematical, financial, and statistical computations.
- Maintain confidentiality and be discreet in handling and processing confidential information and data.
- Establish and maintain a variety of filing, record keeping, and tracking systems
- Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
- Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.*

Equivalent to graduation from high school;

AND

Four (4) years of increasingly responsible journey-level clerical or technical support experience which included responsibility for interpreting and explaining complex rules and regulations, researching

information and preparing accurate documents and reports, or advanced office support work that included data entry and the processing of forms and records;

OR

Equivalent to an associate degree from an accredited educational institution;

AND

Two (2) years of journey-level clerical or technical support experience which included responsibility for interpreting and explaining complex rules and regulations, researching information and preparing accurate documents and reports, or advanced office support work that included data entry and the processing of forms and records.

**Licenses and Certifications:**

- Some positions may require the possession of a valid Driver's License and maintain a satisfactory driving record.

**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, before groups, and over the telephone. This is primarily a sedentary office classification although standing 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 25 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

**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 members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.

**WORKING CONDITIONS**

If assigned to a Law and Justice Department, incumbents must pass a thorough background investigation.