



ADMINISTRATIVE TECHNICIAN

DEFINITION

To perform para-professional and technical level administrative and/or program related duties in assistance to a city department; to research, collect, and analyze data and prepare draft reports; to perform administrative and technical work of assigned program area; to assist with confidential and sensitive projects; to provide some highly responsible administrative duties in support of a department head; and to provide para-professional and technical assistance to management.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from a division or department head.

Exercises direct supervision over administrative support personnel.

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

Develop, coordinate, and implement program activities of a technical area of assignment related to department activities; prepare technical documents related to program activities.

Respond to requests for documentation related to assigned area of responsibility; explain and interpret assignment area policies and procedures to internal or external customers.

Perform technical and paraprofessional duties related to area of assignment including interpreting, analyzing, and determining compliance or acceptance of information and materials; prepare reports to document results of duties performed.

Assist professional staff in performing and conducting studies, special projects, administrative and technical functions; perform data collection and analysis; prepare draft reports and technical documents.

Plan, prioritize, assign, supervise and review the work of administrative support staff involved in duties related to area of assignment.

Establish and maintain systems related to assigned technical areas of responsibility; monitor area activities and report progress as required.

Ensure areas of responsibilities are in compliance with related laws, codes, ordinances, and legislation; advise staff of any irregularities in compliance.

Review, verify and process documents related to department activities including budgets, contracts, grants, claims, legislation, and other specialized documents based on area of assignment.

Establish and maintain a wide variety of filing and reporting systems as necessary; develop record keeping procedures; provide relevant information to relevant parties prepare and type correspondence and compile and type reports.

Compile and develop information for special studies and reports from a variety of resources; assist with various special projects, including coordination, research and development of systems.

Assist with maintenance and implementation of new software technologies and systems.

Assist supervisor with a variety of administrative operations and prepare or recommend on procedural modifications.

Coordinate and assist in the development and administration of a department budget; prepare budget reports; compile annual budget requests; monitor and control expenditures; and, track and reconcile bills.

Independently respond to letters, e-mail and general correspondence based on areas of assignment.

May perform a wide variety of complex, responsible, and confidential secretarial and administrative duties for executive staff and other management personnel including providing routine analytical support.

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

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of administrative and/or technical area to which assigned including, but not limited to, claims, legislation, budget, grants, and personnel.

Principles and practices of intermediate analytical research and project coordination.

Modern office equipment, methods, procedures, and computer hardware and software.

Principles of supervision and training.

Principles of budget monitoring.

Techniques and principles of effective interpersonal communication.

Principles and methods of business letter and report writing.

Principles and practices of safety management.

Pertinent local, State and Federal laws, codes, ordinances, City functions, policies, rules and regulations.

General functions and objectives of municipal government.

Research methods and techniques.

Computer software, including word processing, data base, spreadsheet and accounting applications.

English usage, spelling, punctuation and grammar; and arithmetic, basic mathematical calculations and statistics and statistical methods.

Basic principles of supervision, training and performance evaluations.

Report writing techniques.

Ability to:

On a continuous basis, sit at a desk. Intermittently twist and reach office equipment; write and use keyboard to communicate through written means; run errands; lift or carry weight of 10 pounds or less.

Intermittently review 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 office issues for the public and with staff.

Operate a personal computer utilizing spreadsheet, word processing and database software at an intermediate to advanced level.

Perform independent research in carrying out technical administrative and technical duties.

Collect, compile, analyze and present a variety of data in a meaningful way.

Develop and implement various data collection and reporting systems.
Review budget submissions and revisions for mathematical and accounting accuracy.

Understand and translate City policies and practices into everyday working practices; make sound decisions with solid problem solving methods.

Supervise, train and evaluate assigned administrative support staff.

Understand and interpret complex policies, procedures and regulations.

Obtain information through interview; handle multiple project assignments; and deal firmly and courteously with the public.

Analyze situations quickly and objectively to determine proper course of action.

Understand the organization and operations of the City and of outside agencies as necessary to assume assigned technical responsibilities.

Coordinate the development and monitoring of an assigned program project budget; project, track and reconcile expenses.

Compose professional quality correspondence and letters; write highly technical, detailed and analytical reports.

Maintain a high level of confidentiality of a wide range of sensitive information when involved with human resource, payroll or other confidential issues.

Use principles of effective office safety including use of equipment in a proper and safe manner, use of preventative personal ergonomic techniques, and maintenance of safe housekeeping in personal and common workspaces.

Provide high quality, economical services to the Citrus Heights community, placing emphasis on responsive customer service.

Demonstrate a civic entrepreneurial spirit by generating new, innovative ideas and development of better methods to accomplish tasks and complete projects.

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

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

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.

Communicate clearly and concisely, both orally and in writing.

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:

Three years of responsible administrative support or technical experience preferably in the subject area to which assigned. One year of lead supervisory experience is highly desirable.

Training:

Equivalent to an Associate's degree from an accredited college with course work in public administration, business administration, accounting, industrial relations or a related field based on area of assignment.

License or Certificate:

May need to possess a valid California driver's license and proof of automobile liability insurance as required by the position.

Equal Opportunity Employer:

It is the policy of the City of Citrus Heights not to discriminate against qualified employees or applicants because of race, color, religion, gender, sexual orientation, marital status, national origin, ancestry, citizenship, age, medical condition, physical or mental disability, or any other basis protected by law. Qualified individuals with a disability will receive reasonable accommodation, as required by the California Family Rights Act (CFRA), and federal laws including the Americans with Disabilities Act and Section 504, during any phase of the selection process, providing such request is made to Human Resources at least five working days in advance. Medical disability verification may be required prior to accommodation.

File:	Administrative Technician
FLSA:	Non-Exempt
Created:	6/1/05
Revised:	