



MARCH 2016
FLSA: NON-EXEMPT

OFFICE TECHNICIAN I/II

DEFINITION

Under direct or general supervision, learns and provides a limited spectrum of office support activities for various City departments and divisions, which may include word processing, data entry and organization, telephone and counter reception, processing of documents, record keeping, and filing; types routine forms, memoranda, correspondence, and/or reports; performs routine operation of equipment; provides information and assistance to staff and the general public; executes projects and activities related to the department or division to which assigned; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direct or general supervision from assigned supervisory or management personnel. Exercises no supervision of staff.

CLASS CHARACTERISTICS

Office Technician I: This is the entry-level into this broad office support class series. Initially under close supervision, incumbents with some office support and public contact skills learn City practices and procedures. Assignments vary with the department or division to which assigned, however receptionist, word processing, office equipment usage and standard clerical support duties are performed by all incumbents. As experience is gained, assignments become more varied and are performed with greater independence. This class is alternately-staffed with Office Technician II and incumbents may advance to the higher level after gaining the knowledge, skills and experience which meet the qualifications for and demonstrating the ability to perform the work of the higher-level class.

Office Technician II: This is the journey level of this class series, in which incumbents are expected to perform the full range of office support duties. The Office Technician classes are distinguished from the next higher-level of Office Specialist in that the Office Specialist requires a technical level of knowledge and skills normally learned through a combination of college-level training and/or experience in the specific area of assignment.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Answers telephones and greets visitors; directs calls to appropriate staff or takes messages; makes referrals to other agencies or departments; schedules meetings and conference rooms; provides and accepts applications and forms and ensures that documents are complete; routes documents to the proper office and/or staff.

- Performs data entry on automated systems, including, but not limited to client or population information, mailing lists, registrations, rosters, invoices, payroll data, work orders and purchase orders.
- Prepares correspondence, reports, forms, receipts, vouchers, work orders, brochures, and specialized documents related to the department/division to which assigned from drafts, notes, brief instructions, corrected copy, or dictated tapes using a word processor or computer with form templates.
- Composes standard correspondence, such as transmittal letters, from prior materials or brief instructions; may attend meetings and take minutes.
- Proofreads materials for accuracy, completeness, compliance with departmental policies, formatting and correct English usage, including grammar, punctuation and spelling.
- Gathers information; verifies data; copies and distributes documents; takes and transcribes minutes.
- Checks and tabulates standard arithmetic or statistical data; may summarize such information and prepare periodic or special reports.
- Establishes and maintains office files, following an established filing system; researches and compiles information from such files; purges files as required.
- May collect and account for fees and other monies collected.
- Attends to a variety of office administrative details, such as keeping informed of departmental activities, transmitting information, ordering and coordinating supply orders and arranging for equipment purchases and maintenance.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Departmental practices and procedures and applicable City policies.
- Principles and practices of data collection and report preparation.
- Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- Basic accounting methods, procedures, and terminology.
- Principles of business letter writing.
- Basic principles of record-keeping and cash handling.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Learn, interpret, and apply administrative and departmental policies and procedures.
- Compose correspondence and reports independently or from brief instructions; maintain records and databases.
- Make accurate arithmetic computations.
- Perform responsible clerical support work with accuracy, speed, and minimal supervision.
- Learn and understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Organize, maintain, and update office database and records systems.
- File materials alphabetically, chronologically, and numerically.

- Schedule and coordinate projects; set priorities; adapt to changing priorities; meet critical time deadlines.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Operate modern office equipment, including computer equipment and word-processing, database, and spreadsheet application programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

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

Office Technician I/II: Equivalent to the completion of twelfth (12th) grade.

Office Technician I: One (1) year of general office support or secretarial experience.

Office Technician II: One (1) year of experience performing office support or secretarial duties equivalent to those of the class of Office Technician I.

Licenses and Certifications:

- Specified positions must possess and maintain a valid California class C driver's license and 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 and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas is required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter 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.

ENVIRONMENTAL ELEMENTS

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 upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.