

**CITY OF CONCORD
CLASS SPECIFICATION**

CLASS TITLE: ADMINISTRATIVE TECHNICIAN I
DEPARTMENT: GENERAL SERVICES
REPORTS TO: ADMINISTRATIVE SUPERVISOR

JOB CODE: 5112
DATE: 2/08

JOB SUMMARY:

Performs work of moderate difficulty involving typing, filing, microfilming, answering telephones, and other general clerical duties. Provides information to departmental staff and the general public; operates various office equipment.

ESSENTIAL JOB FUNCTIONS:

Performs customer service duties; answers phone, takes messages, screens calls, provides information to callers, receives citizen complaints, and directs calls and messages to appropriate person; enters complaints into database for administrative retrieval.

Inputs data to computer for Fiscal Technicians as needed; enters information from hard copy documents into databases; runs reconciliation reports; enters sick and annual leave information.

Collects time cards from personnel; reconciles with weekly payroll file; informs supervisors of missing and inaccurate information.

Files and retrieves documents for administration, accounts payable, accounts receivable, water billing, and time cards.

Photocopies, stamps mail, posts job openings, and stuffs envelopes for water billing and accounts receivable.

Shreds documents; faxes and types correspondence.

Telephones customers with requested information.

Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED: (Dependent on area of assignment)

General Office Equipment	Multi-line Telephone	Copier
Video Surveillance Equipment	S.P.O.T.S. Terminal	
Personal Computer and/or Terminal		

MINIMUM QUALIFICATIONS REQUIRED: (Dependent on area of assignment)

Education and Experience:

High school diploma or GED; and,

One year experience performing general office duties such as typing, filing, and answering telephones; or

Any combination of education, training and experience which provides the required knowledge, skills and abilities required for the job.

Licenses and Certifications:

None

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Grammar and spelling.

Word processors and computers.

Basic math.

Office filing systems, microfilming equipment and techniques, and general office procedures and policies.

Skill in:

Typing from rough draft or printed text using a word processor or typewriter at a rate of 40-45 words per minute.

Using a VDT to accurately and rapidly enter and retrieve data and information.

Communicating orally with internal staff, citizens, and other departmental staff in order to give and receive information in a courteous manner.

Maintaining microfilm equipment.

Operating various office equipment.

Mental and Physical Abilities to:

Read general office correspondence with comprehension.

Understand and carry out oral and written instructions.

Establish and maintain effective working relationships with others.

Perform duties while typically sitting at a desk or table or while intermittently sitting, standing, stooping, or walking.

Occasionally lift light objects.

Working Conditions:

Work is performed in an office.