

OFFICE TECHNICIAN

SUMMARY:

Under general supervision, performs and/or coordinates technical office duties requiring knowledge and application of specialized program, department, county or external rules, policies, codes, laws, ordinances, and terminology; provides complex administrative support for the department head; processes financial transactions and maintains financial records; assists with departmental personnel and/or payroll administration; administers and coordinates day-to-day office operations; and performs other related duties as assigned.

CLASS CHARACTERISTICS:

An Incumbent in this class performs technical office duties that typically encompass multiple complex administrative functions. Incumbents work alone on a routine or regular work assignments and check with a supervisor on non-routine assignments or when in doubt as to the correct procedures to follow.

This class is distinguished from the class of Office Assistant because incumbents in that class work under general supervision to perform moderately difficult clerical and general office support duties within well-defined policies, procedures, and parameters.

SUPERVISION EXERCISED:

An incumbent in this class does not directly or indirectly supervise the work of other employees but may serve as a lead worker with some responsibility for work performed by lower-level office support staff.

JOB DUTIES:

The duties listed below represent the various types of work that may be performed. The omission of specific duties does not prevent the assignment of work that is appropriately related to this class.

Office Coordination/Administrative Support

- Serves as the administrative office coordinator and/or secretary to the department head.
- Receives and screens visitors and callers; identifies and resolves issues when possible to relieve the department head of administrative details; takes and transmits messages; schedules appointments, meetings, conferences, and departmental events for manager(s) using manual and/or electronic tools; refers visitor/caller to other resources as appropriate.
- Provides staff support for various board, commission, or management meetings; prepares meeting agendas and information packets; attends meetings, sets up recording equipment, and takes notes of proceedings; prepares and distributes meeting minutes and summaries; may represent the department head as assigned.
- Makes travel arrangements for the department head and/or other staff including transportation, lodging, and meals, in accordance with county policy; researches and identifies preferable yet cost-effective options; prepares travel schedules and itineraries; processes expenditure claims.
- Types, reviews and/or prepares complex letters, memoranda, forms, labels, requisitions, receipts, and other documents using a computer, printer, scanner, or other input devices; reviews, compares and proofreads documents for spelling, punctuation, grammar, format, and clarity; completes various forms to process requests or claims; creates charts, tables, or other graphics; develops and prepares reports and data summaries.

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- Establishes and maintains organized and accurate departmental files and records; creates new files and filing systems; monitors document retention schedules and arranges for the destruction of expired documents.
- Coordinates and administers department preventive maintenance contracts on office and other equipment; monitors contract status and initiates renewals.

Fiscal/Financial Support

- Maintains departmental accounting records by entering expenditure and revenue data into spreadsheets, databases, or other financial tools; makes journal entries and enters vouchers into automated systems; reconciles and balances accounts and statements with various financial system reports; researches problems and makes corrections.
- Receives and processes accounts payable invoices; matches invoices to requisitions and verifies that correct items have been received; researches and obtains missing invoices and communicates with suppliers as necessary to correct problems; calculates settlements or adjustments; processes invoices for payment in a timely manner to avoid late payment penalties and fees; posts approved invoices to departmental and/or countywide records/systems.
- Receives and processes payments and credits received from leases, contracts, reimbursements, and/or other sources of revenue; allocates revenues to the appropriate account(s); tracks and follows up on non-payment or late payment issues; counts cash and receivables and prepares deposit documents.
- Calculates, verifies, enters, and sends out billing invoices.
- Prepares requisitions to purchase equipment, supplies, materials, and services; researches and communicates with suppliers and vendors of the desired item(s) or service(s) to obtain pricing and availability information; obtains required approvals and submits requisitions in accordance with county policies and procedures.
- Assists project managers with the development and preparation of various bid-related documents, including RFI's, IFB's, RFP's, and RFQ's.
- Reviews employee timesheets to verify compliance with departmental and county requirements and policies; allocates costs to specific accounts as required.
- Monitors the status of operational, capital, and/or grant budgets; notifies management of issues and recommends solutions; gathers and compiles expenditure information to assist with budget tracking, development, and reporting.
- Obtains information from new vendors, including W-9 forms, liability insurance certificates, and remittance addresses; works with the county finance department to establish new vendors in the countywide financial system.

Other Administrative Support

- Responds to detailed inquiries regarding departmental programs and/or services; provides information in accordance with established laws or policies; communicates with regulatory and other external agencies to obtain and/or provide information.
- Assists employees and customers in completing forms and documents; receives, reviews documents such as applications, permits, timesheets, and invoices and verifies their completeness and conformance with general requirements; coordinates the routing of documents for approval; may issue certificates or other documents to approved

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employees/customers; may assist employees/customers in using computer-based resources or services.

- Creates and utilizes forms, databases, spreadsheets, activity logs, or other tools to track and maintain information; may maintain and update content on department websites.
- Enters, locates, retrieves, and compiles data into/from manual or computerized information systems; assembles and consolidates information from multiple sources and prepares periodic or requested management reports.
- Coordinates hiring processes and personnel status changes with county human resources; works with management to create, post, and/or distribute recruitment flyers, advertisements, announcements, or other documents; tracks and monitors applicant responses; arranges interviews and corresponds with applicants.
- Retrieves, opens, and date-stamps mail and delivers to appropriate location; conducts research on returned or undeliverable mail to identify updated address information; folds and stuffs documents to process outgoing mail using inter-office or U.S. mail system.
- Receives and tracks the status work orders; administers the work order system by setting up new users and troubleshooting minor system issues.
- Performs accurate and detailed mathematical and financial calculations.
- Tracks and maintains asset and supply inventories.
- Makes photocopies of documents; may scan records into an electronic document system or database.
- Attends meetings and training; serves on committees, teams and task forces as assigned.
- May direct, monitor, and lead the work of other employees or volunteers; may coordinate volunteer programs and activities; may plan, coordinate, and/or provide support for special departmental events and activities.
- Performs other related duties as assigned.

QUALIFICATIONS:

Education and Experience

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

Completion of 30 semester (or equivalent) college units, including 15 units (or equivalent) in accounting, business administration, finance, economics, or a related field.

Experience:

Three years of progressively responsible clerical or administrative experience that included electronic data entry, typing, the maintenance of recordkeeping systems, and the operation of personal computers. Depending on the assignment, up to one year of clerical accounting/bookkeeping may be required.

Substitution:

One additional year of qualifying experience may substitute for the above-required education.

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Licenses and Certificates:

Depending on assignment, a valid license to drive a vehicle in Colorado and a safe driving record may be required at the time of appointment and throughout employment.

Knowledge of:

- Advanced office practices, procedures, and equipment, including the use of personal computers and business/accounting software.
- Advanced principles and practices of customer service.
- Advanced administrative practices and procedures.
- Principles and practices of technical accounting and bookkeeping.
- Principles and practices of public sector procurement.
- Principles and practices of supervision and leadership.
- Advanced methods of ensuring accurate data entry.
- Correct spelling, grammar, and punctuation.
- Standard formats applicable to a variety of correspondence and business documents.
- Standard alphabetical, numerical, and chronological filing methods.
- Methods of compiling statistical and financial information.
- Business mathematics, including addition, subtraction, multiplication, division, fractions, and percentages.
- Cash handling procedures.

Ability to:

- Quickly learn and apply the laws, regulations, policies, and procedures applicable to the area(s) of the assignment.
- Follow oral and written instructions accurately and efficiently.
- Read and understand a variety of information, including technical information associated with assigned programs and services.
- Exercise independent judgment.
- Organize and prioritize assignments.
- Perform accurate and detailed mathematical and financial calculations.
- Create and organize numerical tables, schedules, and data.
- Listen carefully to oral discussions and take accurate notes.
- Prepare a variety of narrative documents using correct spelling, grammar, and punctuation.
- Operate standard office equipment such as personal computers, copiers, scanners, fax machines, calculators, and multi-line phone systems.
- Direct, monitor, and lead the work of other employees and/or volunteers.
- Effectively utilize standard business software, including word processing, spreadsheet, database, Internet, conferencing, and email programs to track and maintain information.
- Type accurately and at a speed that is sufficient to efficiently perform assignments.
- Communicate clearly and effectively, both orally and in writing.

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- Establish and maintain effective working relationships with those contacted during work, including customers, co-workers, other county employees, and the general public.

Physical and Mental Standards

The physical and mental standards described here are representative of those that must typically be met by employees to perform the essential functions of this class successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Frequently sit at a desk for extended periods of time.
- Frequently walk and stand.
- Frequently use finger dexterity and operate a keyboard.
- Regularly lift 10 pounds and occasionally lift 25 pounds.
- Frequently use vision to read documents, view computer screens, and see close and distant objects.
- Frequently use speech and hearing to engage in conversation, in person, and over the telephone.

TYPICAL WORKING CONDITIONS:

- The employee typically works in a standard office environment where the noise level is moderate.
- Job duties may occasionally require working extended hours or hours outside of the regular schedule.

*Adopted: 00-00-00

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