



Job Classification:	Administrative Technician I / II / Senior
Representation:	SEIU Local 1021 Union
Wage Schedule Range:	10 / 13 / 15
FLSA:	Non-Exempt
Effective Date:	December 2002
Revision Date:	September 2015, February 2018

Classification specifications, i.e. Job Descriptions are intended to present a descriptive summary of the range of duties and responsibilities performed by an incumbent in the classification. Furthermore, specifications are intended to outline the minimum qualification for entry into the classification and not intended to reflect all duties and responsibilities of an incumbent in the classification.

Summary

Under general supervision this classification performs a variety of administrative support functions for a specific and/or multiple departments; assists with day-to-day administrative functions related to the creating, formatting, and processing of simple and complex documents, reports and correspondence, provides administrative support for the implementation and monitoring of departmental programs; provides assistance to staff, on all levels, on a wide-range of activities; may perform technical support work for the District such as regulatory reporting, work order and purchase order processing depending on assigned department.

**Incumbents in the Administrative Technician classification may be assigned to any one of the areas identified below, may be asked to substitute and/or provide administrative support to assist another Department at any time. Assignment or reassignment to a specific department is not a job reclassification.*

Administrative Technician I – An incumbent at this level will demonstrate the capacity and desire to learn the details of the assigned department's operations and the department's relationship in the District's overall delivery of services.

Administrative Technician II – This level requires advanced knowledge of both the Department's and the District's procedures, policies, and systems and is expected to perform a wide variety of services with increasingly less supervision and greater independent judgment. An incumbent in this level demonstrates an awareness of the federal, state, and other regulatory agencies that affect the work of the assigned department, and the District as a whole.

Administrative Technician, Senior – This level of the class has a thorough understanding of the work of the assigned department and its coordination with other departments within the District. An incumbent in this level is able to initiate nearly every document required within the department, and is able to perform more difficult work with a diversity of assignments.

Supervision Received and Exercised

General direction for assignments, direction, technical and functional supervision is received from the work area Department Head/Manager. Supervision may be provided by a more senior

administrative technician. An Administrative Technician, Senior may have lead responsibilities over Administrative Technician I and II personnel.

Essential Duties - *The following duties are typical for all levels of this classification. Depending upon the assignment, the employee may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address District needs and changing business practices. The omission of specific statements of duties does not exclude the position if the work is similar, related or a logical assignment to the class.*

- Assist in the planning, coordination, and operation of a department function ensuring tasks, projects, and any other administrative needs are effectively carried out, which will often require effectively working with other departments.
- Interpret, explain and apply operating policies, rules, and procedures of the District and assigned department.
- Develop, organize and maintain various administrative, confidential, reference and follow-up files and resources materials.
- Maintain department calendars including the arranging of meetings for department staff, including logistics.
- Prepare and proofread correspondence, reports, forms, e-mails and specialized documents independently or from drafts, notes, or instructions from others, for accuracy, completeness, compliance with District policies, formatting and proper English language usage.
- Take notes, prepare and issue minutes or correspondence from meetings/committees or digital recordings.
- Prepare mail and other outgoing deliveries, including taking, picking up, and sorting of mail.
- Occasionally perform errands as requested such as pick-ups and deliveries.
- Receive and screen visitors and telephone calls for the assigned department.
- Use tact, discretion and confidentiality (when needed) with co-workers, vendors, and the public.
- Provide information to District staff, regulatory agencies, other organizations and the public that may require the use of judgment and the application of District policies, rules, procedures and ordinances.
- Operate multi-line telephones, two-way radio or other department-specific equipment.
- Establish and maintain an effective and cooperative working relationship with coworkers through knowledge of work, personal and professional conduct, and good judgment.
- Regular attendance and adherence to prescribed work schedule to conduct job responsibilities.
- Perform related duties as assigned or required for the ongoing operation of the District's business.
- ***For Administrative Technician, Senior only*** – *assist in preparation of the department's budget and initiate/draft complex documents.*

Essential duties when assigned to specific department:

Administration:

- Maintain strict confidentiality and fiduciary responsibility related to the work of the department and of the District as a whole.
- Assist in reproducing, collating, and ensuring timely delivery of Board agenda packets, committee agendas, reports, and correspondence.
- May provide specialized support to other departments without an Administrative Technician, in developing, reproducing, and/or issuing specialized materials or correspondence, and arranging meetings and events for those areas of work.

Engineering:

- Assist in preparation of bid documents, contract stipulations, specifications, and Board and committee notices and agendas related to project activities.
- Assist in construction contract administration including processing of submittals and progress payments, preparing documents for final payments, contract closeout, and tracking items covered under specific warranties.
- Coordinate the bid process for assigned projects or contracts.
- Assist in preparing, tracking, recording, and or maintaining records on such items as developer and assessment District agreements, easements, and District-owned property records.
- Understand liability and insurance requirements, bonds and faithful performance warranties; exercise this knowledge as required on projects.
- Ensure maintenance of the District's official design, construction, and property-related records, including technical library.

Operations:

- Process purchase orders for the department per department and District purchasing policy.
- Assist in implementation and maintenance of an equipment preventive maintenance program; entering and updating data in this database.
- Assist in preparing, tracking, recording, and or maintaining records on items such as plant permits; radio, vehicle and other licenses; certificates of compliance; and safety training records.
- Maintain records regarding the taking, processing and submission of test results of water and wastewater samples; coordinates with laboratories.
- Assist with preparation and submission of water/wastewater monitoring reports, periodic and special reports required by the District and regulatory agencies.
- Arrange for classes, exams, and special training, including making travel arrangements for department staff.
- Assist in the scheduling of vehicle maintenance, maintain up-to-date DMV registrations and arrange for contract service and repair, as required.

- Relay information during business hours coming from the field via pager, radio or phone to others as required, and the reverse.

Qualifications - Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying.

Knowledge of:

- Standard office administrative practices and procedures.
- Arithmetic and basic mathematical calculations, including percentages and decimals.
- Records management principles and practices, including electronic files
- Principles and practices of effective customer service.
- Microsoft Office Suite programs for word processing and spreadsheets.
- Standard business practices such as letter writing, report writing, and preparing informational materials in visual formats.
- English language usage, spelling, grammar, and punctuation.

Ability to:

- Learn, interpret, and follow laws, rules, regulations, practices, policies and procedures as may be required by regulatory agencies or District policies in the department assigned.
- Collect, compile, and summarize varied information as requested in clear, concise and complete reports, correspondence, etc.
- Use initiative and independent judgment in performing the work assigned, within established policy and procedural guidelines and the limits of authority for the assigned position.
- Maintain confidentiality as appropriate to the nature of the work assigned.
- Use computer, computer applications, and software including Microsoft Office Suite of programs for a variety of purposes.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Plan, coordinate, and organize work to meet deadlines with accuracy, thoroughness, and attention to detail.
- Work independently and prioritize multiple tasks often under time constraints and with limited supervision.
- Read, understand and carry out written and oral directions in a clear, concise, and consistent manner.
- Operate a variety of automated office machines typical of a work environment such as a multi-function printer/copier/scanner machine, fax machine, and laminator.
- Operate a computer for the effective operation of the Department including word processing, database, spreadsheet, presentations, e-mail, internet and on occasion an integrated accounting software package
- Communicate clearly and concisely both orally and in writing with District staff, co-workers, consultants and the public in one-to-one and group settings.

Education and Experience – Any combination of education and experience which would likely provide the necessary knowledge and abilities is qualifying:

All levels:

- Must have experience dealing with the public, preferably working in a public agency setting and in working in an organization that will have provided a knowledge of the departmental functions to which assignment is planned is desirable.
- Equivalent to graduation from high school applicable college-level course work is desirable.

Administrative Technician I:

- Three (3) years directly relevant experience.

Administrative Technician II:

- Possession of degree from an accredited college, university or business school in an appropriate curriculum is highly desirable.
- Five (5) years directly relevant experience.

Administrative Technician, Senior:

- Possession of degree from an accredited college, university or business school in an appropriate curriculum is highly desirable.
- Eight (8) years directly relevant experience.

Physical Requirements

While performing the duties of this job, the employee is regularly required to sit at a desk and in meetings for long periods of time, on a continuous basis; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation with fingers; reach with hands and arms; use a telephone or other electronic communication devices; stand for long periods of times; communicate orally and through written means; use standard office equipment such as computers, copiers, and FAX machines; write or use a keyboard to perform assigned duties; bend, squat, stoop, crouch, climb, kneel and twist while checking equipment; occasionally climb stairs, stoop, kneel, crouch, or walk and/or stand on slippery surfaces; occasionally lift and/or move up to 25 pounds; hearing and vision within normal ranges with or without correction. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment

Work is generally carried out in a typical office setting. While performing the duties of this job, the working conditions are those of a typical office environment, with temperatures occasionally too warm or too cold, moderate noise levels and under lighting conditions typical of an office. Travel may be necessary on an occasional basis via District vehicle (or may request to use personal vehicle) for District related duties and activities.

Additional Requirements

- 18 years of age.
- Valid California Driver's License issued by the California Department of Motor Vehicles.
- Eligible to work in the United States.