

OFFICE TECHNICIAN II

DEFINITION

To perform a wide variety of specialized technical duties and to provide information and assistance to the public regarding departmental policies, procedures and laws.

DISTINGUISHING CHARACTERISTICS

This classification is the journey level in the Office Technician series. Office Technician II is distinguished from the class of Office Technician I by the responsibility to perform the most complex technical duties in the program to which assigned. It is further distinguished from Supervising Technician in that the latter is a first-line supervisor.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from higher-level supervisory or management staff; may exercise technical and functional supervision over lower-level technical and/or clerical staff.

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

Performs a variety of the most complex and specialized technical work in the department to which assigned.

Assists in coordinating and implementing assigned programs.

Establishes files; maintains accurate and detailed records; verifies the accuracy of information; researches discrepancies and notifies appropriate personnel or agency.

Applies departmental policies and procedures, as well as applicable state laws, in determining accuracy and completeness of various applications, forms and records.

Supplies individuals with information, copies of documents and records, etc.

Word processes and proofreads a variety of documents; enters a variety of departmental data into the computer; retrieves information as needed; operates various printers.

Compiles data for use in reports and/or managerial decision-making.

Prepares, types, maintains and/or processes a variety of records, reports, correspondence, charts, tables, logs, legal documents, etc., as required.

Performs routine clerical duties as required, including but not limited to typing reports and correspondence, copying and filing documents, retrieving files, entering computer data, completing and processing various forms, maintaining inventory, ordering supplies, assembling materials, faxing information, answering the telephone, greeting and assisting customers / clients, processing mail, etc.

May perform routine to moderately complex bookkeeping work as assigned, which may include processing accounts payable and receivable, maintaining balances, preparing billings, disbursing funds, collecting and receipting payments, preparing statements, preparing deposits, etc.

May provide technical and functional supervision over lower level technical and/or clerical staff.

Attends a variety of meetings with staff, other departments/divisions and/or outside agencies as appropriate.

Receives and responds to inquiries, requests for assistance and complaints from County staff, outside agencies and/or the general public.

Performs related duties as assigned.

QUALIFICATIONS:

Knowledge of:

Pertinent federal, state and county laws and regulations.

Modern office practices and technology, including the use of computers for data and word processing.

Principles of supervision and training.

Principles and procedures of filing, indexing and record-keeping.

Business letter writing and report preparation.

English usage, spelling, grammar and punctuation.

Basic mathematical principles.

Ability to:

Learn, understand and interpret pertinent federal, state and local laws, codes and regulations.

Learn the operation, policies and procedures of the department.

Understand and follow oral and written instructions.

Direct the work of others.

Operate a variety of office equipment and machinery.

Type and/or word process at a speed necessary to successful job completion.

Establish and maintain cooperative working relationships with those contacted during the course of work.

Communicate clearly and concisely, both orally and in writing.

Maintain records and prepare required reports.

Perform simple mathematical calculations.

Maintain confidentiality as required.

EXPERIENCE AND TRAINING GUIDELINES:

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:

Four years of increasingly responsible technical and clerical experience.

Completion of 24 semester units from an accredited college or university in business-related course work may be substituted for one year of the required experience.

Training:

Equivalent to the completion of twelfth grade.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer and copier; strength stamina, and mobility to perform light to medium physical work including transporting mail, supplies, filing, operating a motor vehicle and visiting various County and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. Finger dexterity is needed to access, enter, and retrieve data manually as well as using a computer keyboard, typewriter keyboard, or calculator, to set up and file various data

and records, and to operate standard office equipment. Positions in this classification occasionally bend, carry, stoop, squat, twist, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to constantly move about on foot and to lift, carry, reach, push, and pull materials and objects, up to 30 pounds, as necessary to perform job functions. On occasion, when performing courier duties, exposure to inclement weather may occur.

WORKING CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and potential exposure to hazardous physical substances. Tasks may require exposure to illness/disease, work related stress and hostile clients. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.