

ADMINISTRATIVE TECHNICIAN

BASIC FUNCTION

Performs specialized clerical support duties that require detailed knowledge of the assigned division, department, or function, and its policies, procedures, and/or operating processes; interacts frequently with other departments, management, faculty, students, and the public; and types and edits a variety of documents, including correspondence, letters, memos, reports, flyers, and related materials.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned area supervisor. May provide lead direction to temporary staff and/or student workers.

CLASS CHARACTERISTICS

This classification in the Administrative Support series is responsible for independently providing specialized clerical and administrative support to an assigned District division, department, or function. Incumbents perform the full range of duties as assigned, working independently, and exercising judgment and initiative. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the department.

EXAMPLES OF TYPICAL JOB FUNCTIONS

1. Performs administrative and clerical tasks in assigned department, division, or function; areas of responsibility include general business administration and/or specialized services.
2. Greets and directs visitors; screens calls and transfers to the appropriate office; provides information and answers questions regarding District/college programs, policies, and procedures.
3. Schedules appointments for department staff; makes reservations and handles catering for on- or off-campus meetings, workshops, events, and conferences, including video conferences; assist with travel arrangements and expense reports for management; schedules and maintains master calendar for the department.
4. Receives, time stamps, sorts, and distributes incoming and interdepartmental mail; prepares and distributes outgoing mail.
5. Types and edits a variety of documents, including correspondence, letters, memos, agendas, reports, flyers, and event materials; inputs and retrieves data into various program, department, and/or District-wide software applications and database systems; scans and files documents; checks and reviews data for completeness and conformance with established processes and procedures.
6. Assists in monitoring the assigned department budget which may include budget transfers, direct pay transmittals, contracts, and vendor maintenance.
7. May prepare and distribute notifications with respect to delinquent performance evaluations for all regular and probationary classified/confidential employees; updates data in automated system and sends final copies of evaluation to evaluator and employees.
8. When assigned to the Disability Resource Center, provides specialized support to the District's testing and assessment programs; oversees the daily operations of the testing center; explains the program eligibility standards and completes records for student files; coordinates with instructors on the receipt and delivery of exams and/or test preparation in alternative formats; trains, evaluates, and monitors test proctors; provides special accommodations for students within established guidelines; administers the test center rules, maintaining an environment conducive to testing; monitors testing floor to mitigate and/or prevent cheating; returns tests to instructors; and maintains the security and confidentiality of

testing materials.

9. When assigned to CalWORKs, performs administrative tasks in support of the program; provides students with eligibility information for the program and the process for obtaining vouchers; verifies student data; inputs and tracks student records including reports used to confirm student attendance.
10. Maintains file, index, and record keeping systems requiring sorting and filing; searches, retrieves, and distributes departmental and programmatic records or other documents as directed.
11. Orders, inventories, stores, and issues office and instructional supplies; tracks and verifies invoices; prepares requisitions, purchase orders, and reimbursement requests; coordinates computer, office equipment and facility repairs.
12. Maintains an inventory of department specific forms and applications; assists students and/or members of the public in the completion of forms and applications.
13. Compiles data to generate monthly statistical reports for management; checks data, makes necessary corrections, and produces data in final form; tracks monthly department staff attendance reports and student/hourly worker timesheets; prepares and maintains a variety of databases and reports.
14. Participates in District-provided in-service training programs.
15. Performs other related duties as assigned; specific duties not listed does not exclude them for this classification if the work is similar or related.

QUALIFICATIONS

Knowledge of:

1. Office administrative and practices and procedures.
2. Modern business and administrative procedures.
3. Operational characteristics of a wide range of office equipment.
4. Methods and techniques of compiling and organizing files and documents.
5. Methods and techniques of tracking budget expenses.
6. Methods and techniques of organizing special events in assigned areas.
7. Methods and techniques of generating and distributing business documents, event flyers and related materials.
8. Methods and techniques for training proctors or students in assigned program areas.
9. Mathematical principles.
10. Record keeping principles and procedures.

Ability to:

1. Perform a diverse range of specialized clerical and administrative support duties.
2. Understand the organization and operation of the department, division, or function to assume assigned responsibilities.
3. Balance multiple demands and prioritize accordingly.
4. Plan and implement specialized services for department events.
5. Monitor and track assigned budgets.
6. Type a diverse range of business documents including letters, reports, and related materials.
7. Interpret and apply the policies and procedures of the function to which assigned.
8. Make accurate arithmetic computations.
9. Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
10. Maintain the confidentiality of data.
11. Prepare clear, accurate, and concise records and documents.
12. Understand and carry out oral and written directions.
13. Independently organize work, set priorities, meet critical deadlines, and follow up on assignments.
14. Exercise independent judgment within general policy and procedural guidelines.

15. Effectively use computer systems, software applications relevant to work performed, and business equipment to perform a variety of work tasks.
16. Communicate effectively in the course of performing work tasks.
17. Establish, maintain, and foster effective working relationships with those contacted in the course of work.
18. Demonstrate clear evidence of sensitivity and understanding of the diverse academic, socio-economic, disability, and ethnic backgrounds of students, staff, and the community.
19. Provide efficient, high-level customer service to the public, vendors, contractors, and District personnel.

Education and Experience:

Completion of the twelfth (12th) grade and three (3) years of clerical administrative experience; or an equivalent combination of education, training, and/or experience.

Licenses and Certifications:

None.

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 classification primarily works in an office and standing in and walking between work areas is occasionally required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Employees 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 20 pounds.

The essential functions of this classification must be performed by the incumbents with or without reasonable accommodations.

ENVIRONMENTAL CONDITIONS

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 individuals in interpreting and enforcing departmental policies and procedures.