

**DATE: APRIL 2024**  
**FLSA: NON-EXEMPT**  
**SALARY: GRADE G**  
**CBA DESIGNATION: CLASSIFIED BARGAINING UNIT**

## **OFFICE TECHNICIAN**

### **BASIC FUNCTION**

Performs a variety of clerical support duties that require knowledge of the assigned division, department or program, and its policies, procedures, and/or operating details; performs customer service tasks by imparting information and providing assistance to faculty, staff, students, and the public; and prepares a diverse range of documents.

### **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 Office series is responsible for independently performing routine clerical duties in support of an assigned District division, department, or program. Employees at this level exercise judgment and initiative, 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 receptionist duties; operates multi-line phone systems; answers, screens, directs, and transfers calls; takes messages and relays pertinent information; responds to inquiries received through e-mail, text, and other electronic communications; and provides general information on a variety of District services, policies, and procedures.
2. Provides front counter support to students, parents, staff, faculty, and the public; responds to routine inquiries by explaining program requirements, policies, and procedures consistent with established guidelines; distributes information regarding area of responsibility, classes, and campus facilities.
3. Assists with and troubleshoots general technical challenges in assigned area; signs students in and out of assigned area using attendance software or manual system.
4. Researches records within areas of responsibility to prepare and provide follow-up information to customer and staff inquiries; refers visitors/callers to other programs, departments, off-campus services, and other community groups, as appropriate.
5. Receives, time stamps, sorts, and distributes incoming and interdepartmental mail; prepares and distributes outgoing mail.
6. Distributes applications, forms, and other documents; may assist students, visitors, and other customers in completing such documents and tasks; verifies and reviews forms and reports for completeness and conformance with established policies and procedures by applying knowledge of these matters.
7. Provides information and assistance to students, staff, and the community on federal, state, and local policies and regulations as they relate to, and include the processing of, applications, admissions, registration, student refunds, cashiering, financial aid, advising, and other District services and programs; registers students and issues photo ID cards and parking passes; assists with mailings and transcript requests; maintains student files; checks equipment in and out to students and staff and maintains related logs.
8. Performs a variety of routine office clerical duties to support the operations of the assigned work unit including filing, preparing records, processing work orders, and assisting in ordering and maintaining

- office and other related supplies.
9. 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 software applications and database systems.
  10. Publishes a wide variety of documents such as exams, classroom materials, brochures, study guides, manuals, syllabi, transparencies, and slide presentations incorporating graphs, charts, and other graphics; publishes documents of highly specialized nature including those incorporating foreign languages, medical terminology, mathematics/chemistry, and organizational charts.
  11. Copies, compares, or compiles data to generate monthly statistical reports for management; checks data, makes necessary corrections, and produces data in final form; prepares and maintains a variety of databases and reports.
  12. Assists in planning and organizing program or department-related events, workshops, informational seminars, presentations, and related activities; distributes forms, flyers, brochures, and information packets; assists presenters and outside contractors with coordinating programs, ordering materials and supplies, and providing enrollment information; coordinates program facilities; receives and accounts for all registration monies and processes student refunds.
  13. Maintains file, index, and recordkeeping systems requiring sorting and filing; searches, retrieves, and distributes departmental and programmatic records or other documents as directed.
  14. May assist in the administration of a variety of assessment tests; provides assistance to students regarding queries and/or issues pertaining to assessment testing, which may include test proctoring, scribing, and note taking.
  15. Operates a variety of standard office equipment, including computer hardware and software applications, copiers, printers, scanners, facsimile machines, multi-line telephones, and audio/visual equipment; makes minor repairs and adjustments and arranges for equipment repair, when necessary.
  16. Participates in District-provided in-service training programs.
  17. 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. Modern office clerical support practices and procedures.
2. Operational characteristics of a wide range of office equipment.
3. Methods and techniques of compiling and organizing files and documents.
4. Methods and techniques of publishing and distributing business documents, classroom materials, event flyers, and related materials.
5. Methods and techniques of proctoring student exams.
6. Basic business arithmetic.
7. Recordkeeping principles and procedures.

### **Ability to:**

1. Perform standard office clerical administrative support duties.
2. Learn and understand the organization and operation of the assigned program and/or work unit to assume assigned responsibilities.
3. Review and process a variety of forms and applications.
4. Type and format a diverse range of business documents including letters, reports, and related materials.
5. Learn, correctly interpret, and apply the policies and procedures of the function to which assigned.
6. Make basic accurate arithmetic computations.

7. Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
8. Establish and maintain a variety of filing, recordkeeping, and tracking systems.
9. File materials alphabetically, chronologically, and numerically.
10. Use discretion in processing and filing confidential student files and other records.
11. Understand and carry out oral and written directions.
12. Independently organize work, set priorities, meet critical deadlines, and follow up on assignments.
13. Exercise judgment within general policy and procedural guidelines.
14. Effectively use computer systems, software applications relevant to work performed, and business equipment to perform a variety of work tasks.
15. Communicate effectively in the course of performing work tasks.
16. Establish, maintain, and foster effective working relationships with those contacted in the course of work.
17. Demonstrate clear evidence of sensitivity and understanding of the diverse academic, socio-economic, disability, and ethnic backgrounds of students, staff, and the community.
18. Provide efficient, high-level customer service to the public, vendors, contractors, and District personnel.

**Education and Experience:**

Completion of the twelfth (12<sup>th</sup>) grade and one (1) year of general clerical 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.