



CLASS SPECIFICATION

CLASS TITLE:

Administrative Technician I/II

DEFINITION:

Under general supervision, provides varied, complex, and occasionally confidential office administrative and clerical support to one or more of the general administration divisions; provides paraprofessional support to the City Manager's Office, human resources, and finance divisions and other organization-wide efforts as needed; and performs related work as required.

DISTINGUISHING CHARACTERISTICS:

Administrative Technician I –

This is the entry level position in the paraprofessional administrative technician series which supports the Administrative Services and City Manager's Office departments. This class is distinguished from the Administrative Technician II position by the performance of the more routine tasks and duties assigned to positions within this series. Employees at this level are not expected to perform with the same level of independence of direction and judgment on matters related to established procedures and guidelines as are tasks assigned to the Administrative Technician II level.

As this is an entry level or training class, employees may only have limited or no directly related work experience. Employees work under close supervision while learning tasks. This is a Fair Labor Standards Act (FLSA) non-exempt position.

Administrative Technician II –

This is the full journey level class within the paraprofessional administrative technician series. This class is distinguished from the Administrative Technician I by the assignment of the full range of duties in the assigned departmental functional areas. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and they are fully aware of the operating procedures and policies within the functional work area. Positions in this class are flexibly staffed and are normally filled by advancement from the Administrative Technician I level. When filled from a competitive recruitment, the applicant should possess three (3) years of previous experience. This is a Fair Labor Standards Act (FLSA) non-exempt position.

This class is further distinguished from the Administrative Analyst I/II/Senior series due to the nature of the assigned work. The Administrative Analyst series typically encounters a greater range of ambiguity and uncertainty in their work, as well as having programmatic responsibility within their assigned divisions.

SUPERVISION RECEIVED:

Works under the general supervision of either the Administrative Services Director or Assistant City Manager or designee.

SUPERVISION EXERCISED:

None generally. May exercise supervision over clerical support staff, temporary, seasonal, part-time or other staff, as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES (ILLUSTRATIVE ONLY):

- Ensures that the office administrative functions of the assigned division or department are effectively planned and executed.
- Performs difficult, complex, technical, and/or specialized office support work, which requires the exercise of independent judgment and the application of technical skills.
- Supports a board or commission by attending the meetings and taking minutes, preparing and distributing agendas and agenda packets, following noticing requirements, and ensuring compliance with the Brown Act, following established procedures.
- Follows-up after board and commission meetings to ensure that actions and directions are accomplished.
- Maintains a calendar and coordinates the schedule of the manager and associated professional and supervisory staff with those of other City management staff, commission, or committee staff, representatives of other organizations, and the public; makes travel arrangements as required.
- Arranges meetings by scheduling rooms, notifying participants, preparing agendas, ensures that information is compiled and duplicated; may arrange for food and beverages, and may take and prepare summary or action minutes of such meetings.
- Attends to a variety of office administrative details, such as keeping informed of departmental activities, transmitting information, ordering and coordinating supply orders, preparing contracts and agreements, arranging for equipment purchase and maintenance, and serving on various task forces and committees.
- Processes bills and invoices for payment ensuring its coded to the correct line item budget; prepares and transmits a variety of financial documents, including payroll; assists in budget preparation and maintains records of purchase orders, payroll, expense statements, and other fiscal transactions.
- Receives and screens visitors and telephone calls; provides information to City staff, other organizations, and the public, which requires the use of judgment and the interpretation of policies, rules, and procedures.
- Prepares detailed and occasionally confidential correspondence, reports, forms, and specialized documents related to the division to which assigned from drafts, notes, brief instructions, corrected copy, or dictated tapes; proofreads materials for accuracy, completeness, compliance with City, departmental, and divisional policies and correct formatting and English usage, including grammar, punctuation, and spelling.
- Prepares and updates a variety of periodic and special narrative, accounting, database, and statistical reports.
- Receives and processes a variety of legal and other documents related to the official functions of the City.
- Establishes and maintains office files; researches and compiles information from such files; purges files as required.
- Operates standard office equipment, including job-related computer hardware and software applications.

- Plans, assigns, and reviews the work of assigned office support staff; provides for their training in work procedures; provides input into selection; may evaluate staff.
- Obtains supplies and materials, reconciles monies for bank deposits, and delivers or obtains materials from various City offices or locations.
- Performs related duties and responsibilities as assigned.
- Develops or updates functional or operational manuals outlining established methods of performing work in accordance with organizational policy.
- Investigates and follows-up on citizen requests for service, complaints, and requests for information.
- Establishes and maintains positive working relationships with representatives of community organizations, State and local agencies and associations, City management, staff, and the public.

PERIPHERAL DUTIES:

- Reports for work at any time in event of disaster or other emergency situation.
- Interviews individuals to obtain data or draft correspondence to answer inquiries.
- May review purchase requisitions to ensure accuracy and compliance with the budget, policies, and procedures. Establishes purchase orders, agreements, and other contracts meeting the best interests of the City.
- Reviews and keeps current on new laws and regulations affecting the organization.
- Assists in the development of notices, flyers: brochures, newsletters, media releases, news articles, and other informational materials about programs and services.
- Attend seminars and workshops related to administrative duties and responsibilities.
- Serves as a liaison to various employee committees.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE:

Administrative Technician I –

Graduation from a college or university with a bachelor's degree in public administration, political science, business management, or a closely related field. No job experience required, however, one (1) year of related volunteer or internship experience is highly desirable. Any equivalent combination of education and progressively responsible experience, with additional work experience substituting for the required education on a year for year basis.

Administrative Technician II –

Graduation from a college or university with a bachelor's degree in public administration, political science, business management, or a closely related field. Three (3) years of full-time administrative and analytical experience similar to Administrative Technician I in the City of San Bruno. Any equivalent combination of education and progressively responsible experience, with additional work experience substituting for the required education on a year for year basis.

NECESSARY KNOWLEDGE, SKILLS, AND ABILITIES

WORKING KNOWLEDGE OF:

- Basic organization and function of public agencies, including the role of an elected City Council and appointed boards and commissions.
- Codes, regulations, policies, and procedures related to the department to which assigned.
- Standard office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Computer applications related to the work, including word processing, presentation, database, and spreadsheet applications.
- Records management principles and practices.
- Business arithmetic and basic statistical techniques.
- Techniques for dealing effectively with the public and City staff, in person and over the telephone.

SKILL IN OPERATION OF LISTED TOOLS AND EQUIPMENT:

- Word processing and working with a variety of computer applications with sufficient speed and accuracy to perform assigned work.
- Entering and retrieving data from a computer with sufficient speed and accuracy sufficient to perform assigned work.
- Rapid note taking and accurate transcription of own notes.

ABILITY TO:

- Accurately record and maintain records
- Establish and maintain effective working relationships with employees, supervisors, other departments, officials and the public
- Communicate in English effectively verbally and in writing
- Provide varied, responsible, and often confidential office administrative work requiring the use of independent judgement, tact, and discretion.
- Interpret and implement policies, procedures, and computer applications related to the department or organizational unit to which assigned.
- Analyze and resolve office administrative and procedural problems.
- Compose correspondence and reports independently or from brief instructions.
- Communicate effectively in writing, orally, and with others to assimilate, understand, and convey information, in a manner consistent with job functions.
- Make accurate arithmetic and statistical calculations.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use initiative and independent judgment within established policy and procedural guidelines.
- Organize own work, set priorities, meet critical deadlines, and follow-up on assignments with a minimum of direction.
- Provide expertise to others in one or more computer applications used daily on the job.
- Learn basic lead and supervisory principles and practices.
- Direct the work of support staff on a project or day-to-day basis; plan, assign, and review the work of assigned staff; train staff in work procedures.
- Represent the City, the department, or the organizational unit effectively in contacts with representatives of other agencies, City departments, and the public.

- Establish and maintain cooperative relationships with those contacted in the course of the work.
- Take a proactive approach to customer service issues.
- Make process improvement changes to streamline procedures.
- Work in a safe manner, following City safety practices and procedures.
- Maintain confidentiality regarding sensitive information.

Category:	Unrep
FLSA Classification:	Exempt
Effective Date:	September 1, 2024
Revisions:	n/a