



City of Sebastopol

ADMINISTRATIVE TECHNICIAN I-II

DEFINITION:

To perform a variety of technical level administrative duties in support of an assigned City department or program, which may include financial, grant, planning, building, public works, engineering, or general support of City operations; to research, collect, and analyze data and prepare draft reports; to track and report operational statistics; and to provide technical assistance to management.

DISTINGUISHING CHARACTERISTICS:

Administrative Technician I: This is the entry-level of the Administrative Technician class series. Employees at this level may require more training, direction, and supervision to perform some of the more complex duties of this position; they do not provide staff direction or review staff work. Administrative Technician I employees are expected to learn and become proficient in all the duties and responsibilities of an Administrative Technician II (journey level) within their first 12 to 18 months. Once an Administrative Technician I has demonstrated the ability to perform the full spectrum of II-level duties, they may be considered for promotion without a competitive process upon the recommendation of the Public Works Director and approval of the City Manager.

Administrative Technician II: This is the journey-level of the Administrative Technician class series. Employees at this level are expected to be proficient in all duties and responsibilities, work with considerable independence and autonomy, supervise assigned staff, and provide direction to other Department staff in assigned areas of responsibility.

Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, receive cross-training for intra-departmental assignments, and are fully aware of the operating procedures and policies of the assigned work unit.

SUPERVISION RECEIVED AND EXERCISED:

Administrative Technician I: Receives direct supervision from assigned supervisor or manager. As skills and abilities increase, supervision gradually lessens. This position possesses no supervisory responsibilities.

Administrative Technician II: Receives general supervision from an assigned supervisor or manager and may receive functional direction and training from other executive managers or professional staff when assigned to work on intra-departmental or intra-divisional projects.

This position may be assigned limited supervisory responsibility over functional and technical tasks for programs or projects they administer, and may direct, provide training to, and review the work of support staff assigned by the supervisor.

TYPICAL DUTIES (Illustrative Only):

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Develop, coordinate, and implement program activities of a technical area of assignment related to department activities and programs.
- Respond to requests for documentation related to the assigned area of responsibility; explain and interpret assignment area policies and procedures to internal or external customers.
- Perform technical and paraprofessional duties related to the area of assignment, including interpreting, analyzing, and determining compliance or acceptance of information and materials; prepare reports to document results of duties performed.
- Assist professional staff in performing and conducting studies, special projects, administrative and technical functions; perform data collection, research, and analysis; provide project oversight for the less complex or political projects.
- Assist with the development of Requests for Proposals and contract administration.
- Establish and maintain systems related to the assigned technical area of responsibility; monitor area activities and report progress as required.
- Ensure areas of responsibility comply with related laws, codes, ordinances, and legislation; advise staff of any irregularities in compliance.
- Depending on assignment, perform a variety of routine and technical accounting duties in an assigned functional area of responsibility, which may include tracking and making entries for accounts payable, accounts receivable, payroll, business licenses, or utility billing; to answer questions and provide referrals on behalf of the Finance Department, to citizens, and other City departments.
- Depending on assignment, provide information and direction to the public on planning, engineering, and/or building/fire inspection issues, processes, and requirements; receive, review, route, process, and plan check minor applications and permits.

- Depending on assignment, support engineering and public works projects and operations, including contract administration; review and ensure insurance complies with City policy; maintain contract documents; and review certified payroll.
- Depending on assignment, support human resources activities, which may include onboarding of employees and tracking administrative tasks such as evaluations and training.
- Depending on assignment, prepare, distribute, and post agendas and minutes for a variety of meetings, including City Council, Boards, Committees, Commissions, Authority Boards, and other civic organizations; provide additional administrative support, including staffing and running public meetings, as necessary, which may include the transcription of recorded or written information.
- Establish and maintain a wide variety of filing and reporting systems as necessary; develop and maintain record-keeping procedures; provide relevant information to relevant parties to prepare and type correspondence and compile and type reports.
- Compile and develop information for special studies and reports from a variety of resources; collect, compile, and report findings and recommendations.
- Assist with the testing, implementation, and maintenance of new/upgraded software technologies and systems; maintain a variety of databases.
- Assist supervisor and manager with a variety of administrative operations; prepare, recommend, and implement procedural modifications.
- Independently, respond to letters, e-mail, and general correspondence based on areas of assignment.
- Coordinate, compile, and draft City Council communications, as requested.
- Represent the City with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.
- Foster an environment that embraces integrity, service, inclusion, and collaboration.
- Be an integral team player, which involves flexibility, cooperation, and communication.
- Build and maintain positive working relationships with co-workers, other City employees, and the public using principles of good customer service.
- Perform related duties as assigned.

In addition to the above, the *Administrative Technician II* will:

- Direct, provide training to, and review the work of support staff assigned by the supervisor, as requested.
- Coordinate and assist in the development and administration of a department budget; prepare budget reports; compile annual budget requests; monitor and classify expenditures; track and reconcile bills; produce budget reports; research and resolve discrepancies.
- Depending on assignment, perform a variety of complex and specialized accounting duties in an assigned functional area of responsibility, which may include accounts payable, accounts receivable, payroll, business licenses, and/or utility billing; to function as liaison between the Finance Department, citizens, and other City departments by answering questions and solving complicated and/or sensitive problems.
- Depending on assignment, provide information and direction to the public on planning, engineering, and/or building/fire inspection issues, processes, and requirements; receive, review, route, process, and plan check minor applications and permits.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of:

Administrative Technician I:

- Specialized and designated areas of expertise such as: budgetary and fiscal process, human resources operations, permit processing, contract administration, and local government public relations and communications.
- Principles and practices of intermediate analytical research and project coordination.
- Techniques and principles of effective interpersonal communication.
- Principles and methods of business letter and report writing.
- Pertinent local, State, and Federal laws, codes, ordinances, City functions, policies, rules, and regulations.
- General functions and objectives of municipal government.
- Research methods and techniques.
- Modern office practices, methods, and computer equipment including relevant software programs.
- Oral and written communication skills; business English including vocabulary, spelling, and correct grammatical usage and punctuation.
- Safe work practices.
- Principles and practices of excellent customer service.

Administrative Technician II: In addition to the knowledge required for Administrative Technician I, the following knowledge is required:

- *Applicable federal, state, and local laws, codes, and regulations, including administrative and departmental policies and procedures.*
- *Principles and practices of public administration used in the operations of local government.*
- *Principles and practices of budget administration.*
- *Principles and practices of employee supervision, including work planning, assignment review, evaluation, and training.*

Ability to:

- Sit at a desk, often and sometimes on a continuous basis. Intermittently twist and reach office equipment; write and use keyboard to communicate through written means; run errands; lift or carry a weight of 10 pounds or less.
- Collect, compile, analyze, and present a variety of data in a meaningful way.
- Develop and implement various data collection and reporting systems.
- Obtain information through interview; handle multiple project assignments; and deal firmly and courteously with the public.
- Understand the organization and operations of the City and of outside agencies as necessary to assume assigned technical responsibilities.
- Compose professional-quality correspondence and letters; write highly technical, detailed, and analytical reports.
- Maintain a high level of confidentiality of a wide range of sensitive information when involved with human resources, payroll, or other confidential issues.
- Understand and carry out oral and written instructions and prioritize workload to meet deadlines.
- Read, write, and comprehend the English language at a level necessary for effective job performance, exercising correct English usage, vocabulary, spelling, grammar, and punctuation.
- Communicate effectively, tactfully, and positively in both oral and written form.
- Operate and use modern office equipment and technology, including computers and applicable software.
- Maintain regular attendance and adhere to the prescribed work schedule to conduct job responsibilities.
- Utilize appropriate safety procedures and practices for assigned duties.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Contribute effectively to the accomplishments of City goals, objectives, and activities.

Administrative Technician II: *In addition to the abilities required for Administrative Technician I, the following is required:*

- Independently perform a variety of professional duties, including research, compilation, and report development, in support of the assigned department or program.
- *Understand, interpret, and explain department policies and procedures.*
- *Interpret, apply, and explain laws, rules, code, and City policies and procedures.*
- *Review budget submissions and revisions for mathematical and accounting accuracy.*
 - *Understand and translate City policies and practices into everyday working practices; make sound decisions with solid problem-solving methods.*
 - *Understand and interpret complex policies, procedures, and regulations.*
 - *Review documents and operational procedures; interpret, identify, explain, and problem-solve issues and recommend corrective action.*
 - *Analyze situations quickly and objectively to determine the proper course of action.*
 - *Coordinate the development and monitoring of an assigned program project budget; project, track, and reconcile expenses.*
 - *Make sound, independent decisions within established policy and procedural guidelines.*

Assign, organize, direct, review, and coordinate the work of technical personnel.

Education and/or Experience:

Any combination of education, experience, and training that would provide the best qualified candidates. A typical way to obtain the knowledge and abilities would be:

Administrative Technician I:

Education:

Equivalent to an associate's degree from an accredited college or university with major coursework in Public Administration, Business Administration, or another field of study applicable to the responsibilities and requirements of this job class.

Experience:

Two (2) years of progressively responsible administrative and technical support experience.

Licenses and/or Certifications:

Possession at the time of hire and continued maintenance of a valid California Class C driver's license is required.

Administrative Technician II:

Education:

Equivalent to a bachelor's degree from an accredited college or university with major coursework in Public Administration, Business Administration, or another field of study applicable to the responsibilities and requirements of this job class.

Experience:

Three (3) years of progressively responsible administrative and technical support experience. Including at least one (1) year of lead or supervisory experience with technical staff.

OR

If currently an Administrative Technician I with the City of Sebastopol for at least one (1) year, and with City Manager and Department Head approval, and upon demonstrating II-level performance and the existence of an approved allocation and budget for the II level, may be promoted to level II.

Licenses and/or Certifications:

Possession at the time of hire and continued maintenance of a valid California Class C driver's license is required.

Working Conditions:

Work is performed in a typical temperature-controlled office environment, subject to typical office noise and environment.