

City of Bellingham
Classification Specification

CLASS TITLE	Office Technician
DEPARTMENT	Interdepartmental
UNION:	E-PLAN
SG:	E-4
CS:	N
FLSA:	Y
EE04CODE:	AS

NATURE OF WORK:

Responsible for performing office support work requiring the application of program and system knowledge to a variety of office assignments. Examples of work include: drafting, preparing and editing a variety of documents and correspondence; entering, manipulating, searching, compiling and transmitting computerized and hard copy records; scheduling appointments, facilities and program registrations; making travel arrangements; providing program information to staff, other agencies and the public; tracking office expenditures and accounts receivable/payable for the program function. Office Technicians apply and explain rules and regulations specific to their area of work, including confidentiality and public disclosure requirements.

DISTINGUISHING CHARACTERISTICS:

The Office Technician is the second classification in a three-level office support classification series. The Office Technician classification is distinguished from the Office Assistant by its requirements to apply program and system knowledge to a variety of office assignments, requiring advanced technical office skills, under general supervision and established protocols and procedures. It is distinguished from the Administrative Assistant classification by the latter's requirement for independence, accountability and expertise in coordinating administrative support activities and office systems development for a department.

SUPERVISORY RELATIONSHIPS:

Reports to various supervisors and managers, depending upon department and program. May receive direction from lead workers.

ESSENTIAL FUNCTIONS:

1. Enters, verifies and updates data. Maintains and work with spreadsheets and databases. Searches, retrieves, corrects, compiles, reports and transmits records information for internal and/or external use.
2. Composes, edits, transcribes and prepares a variety of documents, correspondence, schedules, applications, reports, notices and/or forms which includes preparing documents for review and signature and preparing and mailing informational letters.

Gathers, organizes and copies documents. Prepares, lays out and formats materials and brochures for presentation and/or distribution.

3. Schedules appointments, meetings and use of facilities. Organizes and schedules program registrations. Tracks receipts for items and fees. Makes travel and event arrangements when necessary.
4. Pulls files, routes documents and maintains filing systems to include: creating, organizing, updating, indexing, maintaining and purging files; routing applications and other documents to other departments; and preparing records for archival transfer.
5. Provides instruction and training to co-workers.
6. Performs all duties of the class below (Office Assistant).

ADDITIONAL WORK PERFORMED:

1. Performs related duties within the scope of the classification.

KNOWLEDGE AND SKILLS:

- Good knowledge of office procedures, including filing and indexing systems, mailing procedures, and use of standard office equipment.
- Knowledge of the program area and the ability to apply that knowledge to a variety of office assignments.
- Good business English and grammar skills to type and edit documents. Ability to compose routine correspondence and reports and to proofread and edit the work of others.
- Basic skill in mathematics to perform bookkeeping tasks.
- Excellent customer service skills for interaction with co-workers and the general public.
- Good oral communication and interpersonal skills to establish and maintain effective working relationships with diverse groups of people including co-workers, department staff, citizens, and personnel from other City departments and outside agencies.
- Skill in using software programs used by the position such as wordprocessing and spreadsheets, database management, desk-top publishing and presentation programs.
- Ability to handle several tasks simultaneously while maintaining accuracy and attention to detail in an environment with frequent interruptions.
- Willingness to maintain confidentiality of sensitive information.

WORKING ENVIRONMENT:

Work is performed primarily in an office setting with extensive time spent at a computer workstation. Works around standard office equipment. May work in an office with frequent public contact.

EXPERIENCE AND TRAINING REQUIREMENTS:

- High school diploma or General Equivalency Diploma (GED) required.
- Two (2) years of general office experience or post secondary training related to office support functions required.
- A combination of experience and training that provides the applicant with the knowledge and skills necessary to perform this job will be considered.

NECESSARY SPECIAL REQUIREMENT:

- Some positions may require a valid Washington State driver's license and good driving record. Candidates must submit a three-year driving abstract prior to hire.

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1/01

REVIEWED BY: _____
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