



UNION JOB DESCRIPTION

TITLE: Office Technician – Level 1

DEFINITION:

Performs general, varied clerical support to assigned department(s) including (but not limited to): working with customers projecting a positive customer service attitude; answering general questions and providing phone coverage for assigned department(s); performing word processing and spreadsheet functions using appropriate computer software applications; and using District's e-mail/calendaring system as necessary.

DISTINGUISHING CHARACTERISTICS:

Progression to Office Technician Level 2 does not require a bid, but it is contingent on successful completion of related tests and gaining the necessary skills, education and/or experience outlined in the Level 2 job description.

The Level 1 classification is distinguished from the other Office Technician classifications in that the duties performed involve entry level office and clerical support work of a regular, routine and recurring nature following specific and well-established policies and procedures.

Note: An Office Technician Level 1 may perform some or all of the functions outlined within this job description. Some positions are required to perform office/clerical duties specifically related to a given department.

BASIC RESPONSIBILITIES:

1. Provides customer service support (both internal and external) for District Departments, receives and directs incoming calls using a multi-line phone, forwards customer inquiries and acts as point of contact for department when appropriate.
2. Uses various computer software applications performing word processing and spreadsheet functions in support of department and managers. Types, logs and routes various documents, reports, forms, cards, etc.
3. Performs data entry into various systems including manual and automated recordkeeping systems. Audits various data and input. Prepares and/or maintains reports and logs.
4. Completes various forms.
5. Maintains filing systems in support of departmental function.
6. Orders and maintains supply inventories to support departmental needs, prepares and transmits faxes, and copies and collates and distributes various documents.
7. Opens, sorts and distributes mail for related departments. Performs special delivery as needed.
8. Operates related office equipment such as fax machine, copy machine, ten key, calculator, etc.
9. Performs Cashier functions including receipting of customer payments; maintaining petty cash; reconciling cash and checks; and preparing bank deposits.

OTHER RESPONSIBILITIES:

1. Schedules meetings and conference rooms as requested.
2. Provides relief support for other staff as needed. Trains and cross trains on Office Technician duties.
3. Operates the District's telephone console, routing calls to appropriate staff.
4. Assists on various committees as requested.
5. Performs associated duties as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Computer applications and software (such as electronic mail/calendaring, word processing, and spreadsheets) at an entry level.
- Customer relations techniques.
- Business English concepts such as rules of grammar, spelling, punctuation, word usage, etc.
- Mathematical concepts.
- General office practices and procedures.
- Interpersonal communications.

Ability to:

- Communicate and effectively interact with customers, contractors, vendors, lending institutions, outside governmental agencies, and District employees.
- Learn and use word processing skills.
- Learn and use District computer systems/software systems.
- Use multi-line telephone system.
- Maintain file systems; file alphabetically and numerically.
- Coordinate a variety of assignments/tasks simultaneously.
- Perform simple arithmetic calculations.
- Operate related office equipment.
- Cross train and remain flexible as required to meet District needs.
- Maintain confidential information.

Education/Experience:

- Successful completion of required testing listed below.

License, Certification, or Testing:

- Valid Washington State Driver's License.
- Successful completion of the following tests:
 1. Typing at 35 net wpm
 2. Numeric data entry at 100 net kpm
 3. Math (Basic)
 4. Excel (Basic)
 5. Word (Basic)
 6. Customer Service Skills

PREFERRED QUALIFICATIONS:

- General office experience.

WORKING CONDITIONS:

- Work is performed in an office environment and may require travel to business meetings, the county courthouse, or training sessions.

- Incumbents are required to bend and work in small locations in order to retrieve files.
- Must be able to frequently lift and carry archive boxes weighing up to 40 pounds.
- Incumbents perform repetitive movements from use of a computer and mouse.
- Frequent contact with the general public.