



UNION JOB DESCRIPTION

TITLE: Office Technician – Level 2

DEFINITION:

Performs general, varied office and 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:

This position is a step progression position with time requirements. Progression from Office Technician Level 1 to Office Technician Level 2, Step 1, 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. Progression to Office Technician Level 2, Step 2 requires completion of 12 months at the Office Technician Level II, Step 1

The Level 2 classification is distinguished from the Level 1 classification by requiring increased skills, education, and job responsibilities. Duties performed involve office and clerical support work of a regular, routine, and recurring nature following specific and well-established policies and procedures. This position requires the incumbents to perform the duties of an Office Technician Level 1 as required.

Note: An Office Technician 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 and processes 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 computer, tablet, smart phone, fax machine, copy machine, ten key, calculator, etc.
9. Collects, compiles and edits data to produce departmental reports; conducts research as needed.

BASIC RESPONSIBILITIES: (continued)

10. May perform general office duties requiring mathematical computations and handling of cash.
11. Processes documents in support of departmental functions.

OTHER RESPONSIBILITIES:

1. Schedules meetings and conference rooms.
2. Provides relief support for other staff as needed.
3. Trains on Office Technician duties.
4. Assists on various committees.
5. May troubleshoot minor problems for office machines, such as printers, copy machines, etc. Contacts appropriate personnel for repairs.
6. Maintains calendars of departmental staff as required.
7. Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Computer applications and software (such as electronic mail/calendaring, word processing, and spreadsheets)
- Customer relations techniques.
- Business English concepts such as rules of grammar, spelling, punctuation, word usage, etc.
- Mathematics and/or bookkeeping principles.
- Research techniques.
- Auditing and balancing techniques.
- Report writing techniques and practices.
- General office systems, practices and procedures.
- Interpersonal communications.

Ability to:

- Communicate effectively.
- Use office automation (word processing, spreadsheet, e-mail, etc.) to produce documents, reports, spreadsheets, etc.
- Collect and gather data from various sources and develop basic reports/documents.
- Learn and use District computer systems/software systems.
- Maintain file systems, file alphabetically and numerically.
- Operate office equipment.
- Coordinate a variety of assignments/tasks simultaneously.
- Cross train and remain flexible.
- Maintain confidential information.

Education/Experience:

- Six (6) months experience as an Office Technician Level 1; OR
- The equivalent amount of external general office clerical experience, AND
- Successful completion of required testing listed below.

License, Certification, or Testing:

- Valid Washington State Driver's License.
- In addition to the testing requirements for the Office Technician Level 1, successful completion of the following tests:
 1. Typing at 50 net wpm
 2. Numeric data entry at 150 net kpm
 3. Grammar (Basic)
 4. Proofreading (Basic)
 5. Excel (Intermediate)
 6. Word (Intermediate)

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.
- Incumbents operating mail opening and cash machines are exposed frequently to paper dust and loud noises.
- Frequent contact with the general public.