



UNION JOB DESCRIPTION

TITLE: Office Technician – Level 3

DEFINITION:

Performs more complex 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); developing word processing and spreadsheet documents using appropriate computer software applications; and using District's e-mail and calendaring system as necessary.

DISTINGUISHING CHARACTERISTICS:

The Office Technician Level 3 position is distinguished from the Level 2 by the increased technical knowledge and skill required to perform the duties of the job along with increased job responsibilities. Progression to Office Technician Level 3 does not require a bid, but it is contingent upon successful completion of related tests and gaining the necessary skills, education and/or experience outlined in the Level 3 job description.

Duties performed involve a combination of office and clerical support work that is of a more complex nature along with some routine and recurring duties. Incumbents perform work using a wide range of established methods with the discretion to select the best alternative to accomplish work. This position requires the incumbents to perform the duties of an Office Technician Level 1 and 2 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 the 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. Develops, composes, audits and proofs word processing documents and spreadsheets by using various computer software applications, in support of department and appropriate managers. Types, logs and routes various documents, reports, forms, cards, etc. as necessary. Compiles information from District resources for letters of credit.
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 forms and processes contracts, invoices, and payments.
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.

BASIC RESPONSIBILITIES: (continued)

9. Takes notes during meetings or as requested.
10. Collects, compiles and edits data to produce departmental reports; conducts research and contacts outside agencies/vendors as needed.
11. Performs functions of TRG for the department and assists departmental personnel with timesheet questions and entry.
12. May assist in the preparation of the department's budget. Reviews and appropriately codes, enters, and tracks departmental invoices into department's budget database.
13. Assists in any payment processing or related tracking and/or research necessary in the reconciliation.
14. Maintains departmental records as required; retains required documentation; reconciles as necessary; follows up on related items.
15. Processes work orders, closes out work orders, or submits requests to related regulatory agencies as required.
16. Responds to basic customer inquiries such as taking information and responding as necessary.
17. Process department specific paperwork or incoming documentation and distribute, update, or respond as necessary.
18. Coordinates meetings with District staff and/or the public and facilitates small projects in coordination with departmental goals.
19. Serves as point of contact for the department.

OTHER RESPONSIBILITIES:

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

MINIMUM QUALIFICATIONS:

Knowledge of:

- Computer applications and software (such as electronic mail and calendaring, accounting, word processing, spreadsheet, and database applications).
- Customer relations techniques.
- Business English concepts such as rules of grammar, spelling, punctuation, word usage, etc.
- Business math and/or bookkeeping principles.
- Research techniques.
- Auditing and balancing techniques.
- Report writing techniques and practices.
- Analytical and problem-solving techniques.
- General office systems, practices and procedures.
- Shorthand or note taking techniques.
- Interpersonal communications.

Ability to:

- Communicate effectively.
- Use word processing software.
- Collect and gather data from various sources and analyze and develop reports/documents.
- Learn and use District computer systems/software systems.
- Learn, identify, and interpret applicable policies and procedures.
- Use multi-line telephone system.
- Perform mathematical computations, tabulate statistics balance and audit numbers.
- Maintain file systems, file alphabetically and numerically.
- Coordinate a variety of assignments/tasks simultaneously.
- Operate related office equipment.
- Cross train and remain flexible
- Maintain confidential information.

MINIMUM QUALIFICATIONS: (continued)

Education/Experience:

- Two (2) years as an Office Technician Level 2; 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 previous Office Technician levels, successful completion of the following tests:
 1. Typing at 60 net wpm
 2. Numeric data entry at 175 net kpm
 3. Excel (Advanced)
 4. Word (Advanced)
 5. PowerPoint (Basic)

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.