

**TOWN OF GILBERT
CLASS SPECIFICATION**

Administrative Support Technician

<u>CLASS SERIES</u>	<u>BAND/GRADE/SUBGRADE</u>	<u>FLSA STATUS</u>
Administrative Support	B21 – B22	Non-Exempt

CLASS SUMMARY:

This class is the second level in the Administrative Support series. As assigned, incumbents provide advanced customer support for a program/service area by responding to inquiries and processing transactions; schedule appointments and interviews; perform bookkeeping and cashiering functions; coordinate event and meeting logistics; provide summaries; and, perform report compilation activities. Based on assignment, responsibilities may include researching and resolving internal and external inquiries; supporting the development and compilation of reports, surveys, purchases, and events; and updating and performing edits on assigned files. As assigned, prepares correspondence; answers phone, email and in-person inquiries; performs data entry; and provides general administrative support as needed.

ESSENTIAL DUTIES:

This class specification represents only the core areas of responsibilities; specific position assignments will vary depending on the needs of the department.

PERCENT OF TIME

Actively participates and accomplishes organizational, departmental and workgroup goals and objectives.	Daily 100%
Exhibits a service orientation toward internal and external customers and maintains productive working relationships.	Daily 100%
Assists customers via telephone and in person, responding to questions and concerns and providing information regarding programs and services. As assigned, researches, responds, and resolves inquiries.	Daily 25%
Updates, maintains, and retrieves information from files and automated information systems; incorporates data into assigned records and documents; supports the development and compilation of reports and summaries; and, generates automated reports from systems.	Daily 25%
As assigned, performs administrative support activities, which may include: maintaining schedules; coordinating meetings; editing and preparing written materials or documents; researching basic information and/or providing related support.	Daily 15%
Receives and reviews documents, forms, and requests from internal and external customers and processes them.	Daily 10%
As assigned, performs bookkeeping and cashiering functions and may maintain petty cash account. Prepares and processes invoices or statements for accounts payable and/or receivable. Assists with tracking budget and	Weekly 10%

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department information, such as maintaining balances, researching discrepancies, and preparing basic financial reports.	
Maintains and monitors inventory and/or supplies for assigned area. Prepares requisitions to replenish stock.	Weekly 5%
Organizes and maintains files; retains and purges files in accordance with established records retention policies and procedures.	Quarterly 5%
May be responsible for supervision as assigned by position.	As Required
Performs other duties of a similar nature and level as assigned.	As Required

POSITION SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:

Positions assigned to **Alarm Support** may be responsible for:

- Issuing alarm permits, processing renewals and removing inactive alarms;
- Issuing and collecting false alarm fines;
- Auditing alarm fee deposits;

Positions assigned to **Clerk's Office** may be responsible for:

- Entering, updating and researching data in databases and spreadsheets;
- Processing, maintaining, destroying, and researching official Town records; and
- Scanning, indexing, and quality reviewing of all legislative documents in electronic document management system.

Positions assigned to **Court Services** may be responsible for:

- Entering and updating orders of protection, failure to appear, non-compliance, civil cases, and other related court information;
- Processing payments and administrative fees and balancing cash drawer.

Positions assigned to **Court Interpreter** may be responsible for:

- Assisting in all phases of interpreting within the court environment;
- Translating court documents from English to Spanish.

Positions assigned to **Development Services** may be responsible for:

- Receiving, processing and issuing applicable permits;
- Calculating development fees and receiving payments;
- Preparing meeting agendas.

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Positions assigned to **Legal** may be responsible for:

- Preparing legal documents, letters and correspondence;
- Entering, updating and researching data in applicable databases;
- Requesting and obtaining discovery items.

Positions assigned to **Parks & Recreation** may be responsible for:

- Processing and issuing applicable permits;
- Taking and processing facility and/or program class reservations.
- Creates, distributes and manages marketing materials.

Positions assigned to **Public Works** may be responsible for:

- Creating work requests for Public Works department to provide support and maintenance;
- Processing utility adjustments related to account balances, fee waivers, credits, write-off balances, and/or other related items;
- Assist with the renewal of existing contracts.
- Reviewing rental leases for tax compliance, ensuring information is correct and taxes collected.

Positions assigned to **Traffic Safety** may be responsible for:

- Collecting crash data for studies;
- Responding to traffic-related issues;
- Preparing traffic engineering permits for imaging into the records storage system.

TRAINING AND EXPERIENCE:

High School Diploma or GED and three years of office or customer service experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. Positions assigned to Court Interpretation assignments require three years of experience in providing English to Spanish language translation and interpretation in a public setting.

LICENSING/CERTIFICATIONS:

- May require valid Arizona Driver's License.

Positions assigned to Court Interpretation require:

- Successful completion of Spanish proficiency exam.

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KNOWLEDGE OF:

- Applicable programs or services;
- Data entry techniques and use of automated information systems;
- Mathematical aptitude, bookkeeping and cashiering;
- File management and storage techniques and practices using good organization;
- Modern office equipment.

SKILL IN:

- Providing guidance, assistance and/or interpretation to others regarding the application of procedures and standards to specific situations;
- Utilizing a computer and relevant software applications;
- Handling confidential and sensitive information using good judgment;
- Using databases for records management, information storage and retrieval;
- Providing advanced internal and external customer service;
- Coordinating routine projects;
- Managing time;
- Prioritizing work;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

ADA AND OTHER REQUIREMENTS:

Positions in this class typically require: stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Incumbents may be subjected to operating a motor vehicle, moving mechanical parts, electrical currents, vibrations, fumes, odors, dusts, gases, poor ventilation, chemicals, oils, blood and other bodily fluids, extreme temperatures, inadequate lighting, work space restrictions, intense noises and travel.

If a position within the Police Department, background check and polygraph is required.

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WORKING TITLES WITHIN CLASS SPECIFICATION:

Administrative Assistant - B21/B22
Alarm Program Technician – B21
Court Interpreter - B22
Court Services Clerk – B21
Customer Service Professional - B21
Legal Secretary - B22
Senior Court Services Clerk - B22
Traffic Safety Assistant - B21

NOTE:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

CLASS HISTORY INFORMATION:

*Draft prepared by Fox Lawson & Associates LLC (BS)
Date: (10/12)*

*Draft finalized by Gilbert Human Resources (TT)
Date: (05/13)*