

**TOWN OF SAN ANSELMO
ADMINISTRATIVE/PERMIT SERVICES TECHNICIAN**

DEFINITION

To perform a variety of complex and specialized office and administrative support activities within assigned department; and to supervise clerical staff.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level class in the Administrative Services series. Employees within this class are distinguished from Administrative Assistant II by the performance of complex and specialized administrative support activities, the exercise of a high level of independent judgement, and the exercise of supervision over assigned clerical personnel.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from management personnel, and may receive technical and functional supervision from professional or technical staff.

Exercises direct supervision over assigned clerical personnel; may provide technical and functional supervision as appropriate to volunteers.

EXAMPLES OF DUTIES – Duties may include, but are not limited to, the following:

Provide responsible office and administrative support in department to which assigned; conduct surveys and perform moderately complex research and statistical analyses as requested; prepare related reports; perform administrative detail work and maintain appropriate records and statistics.

Recommend and assist in the implementation of unit goals and objectives; evaluate operations and activities of assigned responsibilities; recommend improvements and motivations; prepare various reports on operations and activities; and prepare memoranda, staff reports, and letters as appropriate.

Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for staff, supplies, and equipment; monitor and control expenditures.

Plan, prioritize, assign, supervise and review the work of clerical staff; participate in the selection of staff; provide or coordinate staff training; conduct performance evaluations; recommend discipline; Implement discipline procedures as directed.

Compile and calculate time sheets; control and balance cash; administer accounts payable and

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Accounts receivables; monitor expenditures and revenues; coordinate activities with and provide information to outside contractors and service suppliers.

Serve as secretary to boards or commissions as appropriate, including taking minutes and preparing official records of proceedings; prepare draft agenda and coordinate assembly and distribution of background materials.

Coordinate and update departmental records, manuals, and resource materials, including maintenance and management of files with regard to confidentiality, retention, and destruction; may compile materials and assist in preparation of reports, manuals, publications, and forms.

May act as receptionist; answer the telephone, and wait on the general public, providing information and answering questions related to department programs, policies, and procedures; May investigate complaints and recommend corrective action as necessary to resolve complaints.

Build and maintain positive working relationships with co-workers, other Town employees, and the public using principles of good customer service.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of office and administrative support services.

Principles of supervision, training, and performance evaluation.

Basic statistics and quantitative analytic techniques.

Principles of customer service.

Principles and practices of work safety.

Pertinent local, State, and Federal laws, ordinances and rules.

English usage, spelling, grammar, and punctuation.

Modern office methods, practices, procedures, and computer equipment.

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Computer software programs, including word processing, spreadsheet, and database applications.

Ability to:

Organize, implement, and direct a wide variety of office and administrative support activities within assigned department.

Independently perform complex and specialized administrative support activities within department to which assigned.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical issues related to policies and procedures.

On a continuous basis, sit at desk and/or stand at counter for long periods of time. Intermittently twist, bend, kneel, and squat to reach files, supplies and equipment; intermittently walk to various office locations and climb stairs; use telephone, and write or use keyboard to communicate through written means; occasionally run errands; lift or carry weight of 10 pounds or less.

Supervise, train, and evaluate assigned staff.

Understand the organization and operations of the town and of outside agencies as necessary to perform assigned responsibilities.

Interpret and explain pertinent Town and department policies and procedures.

Assist in the development and monitoring of assigned budget.

Develop and recommend policies and procedures related to assigned operations.

Perform administrative detail work.

Type at a speed necessary for successful job performance.

Use a computer and variety of other office machines.

Take dictation or transcribe from a recording machine at a speed necessary for successful job performance.

Work with various cultural and ethnic groups in a tactful and efficient manner.

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Obtain information through questioning, deal firmly and courteously with the public, handle multiple assignments, and work effectively with interruption.

Analyze situations quickly and objectively and determine proper course of action within scope of responsibility.

Establish and maintain effective working relationship with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Five years of increasingly responsible administrative support experience, including two years performing duties similar to an Administrative Services Assistant II with the Town of San Anselmo.

Training:

Equivalent to the completion of the twelfth grade. Additional specialized training and/or course work in office systems technology, business, or a related field is desirable.

License or Certificate:

May need to possess a valid California Driver's license as required by the position.

Date: 5/1/07

Approved: _____
Town Manager