



City of Pacific Grove
Established Date: 12/18/2013

ADMINISTRATIVE TECHNICIAN

SUMMARY: Under basic supervision, performs a variety of administrative, analytical duties of moderate scope and complexity, to include specialized office support functions to assist management with technical and administrative duties; performs special program and project activities, updates records and computer database, and interface with the public, providing information regarding the functions, policies, and processes.

ESSENTIAL FUNCTIONS: -- *As defined under the Americans with Disabilities Act, essential functions may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:*

- Performs experienced analytical, technical, and administrative duties, including special projects, coordinating special programs and activities, managing calendars, data analysis, record keeping, records research, and processing documents; performs duties in accordance with City policy and procedures, and within scope of authority; duties may vary according to job assignment and work skills.
- Provides information, instructions, and assistance to the public and others having business with the City; assists customers with requests, applications, government forms, and other documents; answers questions and resolves issues within scope of authority and training.
- Coordinates department workflow; applies specific knowledge of department policies and procedures in order to organize and coordinate work; exercises initiative and independent judgment in performing administrative duties; applies judgment to resolving problems, analyzing data, and making decisions; tracks department issues, and ensures the effective communication of operational information.
- Uses knowledge of City policies and procedures to assist with special projects, special events, technical assignments, and office support functions.
- Uses training and experience in area of assignment to review and process files, applications, technical documents.
- Collects statistical data and compiles data for reports; receives and sends information to and from other agencies; maintains records and files, including confidential and code compliance files.
- Research and update files; applications and forms; locates information for clients, staff, and others as authorized.
- Prepares correspondence; compiles and distributes information packets, and other communications.
- Performs bookkeeping and accounting functions, prepares written and oral reports, and processes ministerial permits.
- Handles routine programs; coordinates and resolves IT record errors, and assist with the management of the City's computer, phone and cellular operations, within assigned Departments.
- Supports the relationship between the City of Pacific Grove and the general public by demonstrating courteous and cooperative behavior when interacting with citizens, visitors, and City staff; maintains confidentiality of work-related issues and City information; performs other duties as required or assigned.

MINIMUM QUALIFICATIONS:

Education, Training and Experience Guidelines:

Bachelor's Degree in Business, Urban Planning, or Public Administration; AND three years of government administrative support experience; OR an equivalent combination of education, training, and experience.

Knowledge of:

- City policies and procedures.
- Policies, rules and regulations covering specific areas of assignment.
- City administration policies, including accounting, budgeting, payroll, and personnel rules.
- Operations, services, and activities performed by assigned department.
- Methods and techniques of researching and compiling data for reports and presentations.
- Customer service principles, protocols and methods.
- Principles of record keeping, records retention, records management, and file maintenance.
- Business computers and standard software applications.
- Basic knowledge of other Departments' or Divisions' protocols and policies

Skill in:

- Working independently, maintaining composure and confidentiality, and working effectively in a high-pressure environment with changing priorities.
- Understanding, and applying relevant rules, ordinances, codes, regulations, policies, procedures, administrative orders, and other governing regulations.
- Interpreting and explaining policies and procedures of assigned department.
- Using initiative and independent judgment within established procedural guidelines.
- Researching and compiling data for reports and technical documents.
- Dealing tactfully and courteously with the public.
- Following verbal and written instructions and procedures.
- Establishing and maintaining cooperative working relationships with co-workers.
- Communicating effectively verbally and in writing.

LICENSE AND CERTIFICATION REQUIREMENTS:

A valid California State Driver's License may be required.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Work is performed in a standard office environment. Able to lift 25 lbs at a time, and be able to stand for periods at a time. Some field work may be required.