

DEPARTMENT SUPPORT TECHNICIAN

DEFINITION

Under direction, to perform technical and para-professional work involved in completing the professional functions of a department or division; to prepare statistical and technical reports concerning the functions of a department or division; and to perform related duties as assigned.

CLASS CHARACTERISTICS

This is an advanced para-professional, technical classification. Incumbents at this level possess a comprehensive, authoritative understanding of all departmental functions and professional activities and provide para-professional support to professional-level staff in the completion of their duties, in addition to completing complex clerical assignments. This class is distinguished from the Office Technician class, which focuses on office administration and clerical assistance, and from the Fiscal Technician class, which focuses on complex fiscal work related to a department's accounting function.

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

- Evaluates office and inter-departmental procedures and makes recommendations for modifications as necessary to maintain efficient and effective office operations; assists in developing and implementing department / division objectives, policies, procedures and work standards.
- Evaluates and prepares up-to-date reports to professional staff on any new legal regulation, developing trend or new process/procedure related to the function or subject matter of the department / division assigned.
- Researches, compiles, analyzes and prepares in report form information related to the various professional functions of the department / division assigned.
- Compiles statistical, regulatory or function-specific information and prepares the information in desired format for review and use by professional staff.
- Provides administrative support to department head or division chief in the daily management of operations.
- Prepares, types and/or processes various documents requiring professional knowledge of the department's / division's functions, which may include but are not limited to permits, licenses, applications, vouchers, claims, meeting agendas and minutes, correspondence, periodic reports, contracts, agreements, legal / official documents, bid documents, etc.

- Develops and maintains record-keeping systems, including computer databases; enters computer data and generates computer spreadsheets and reports as required.
- May gather and maintain data for and assist in preparing the department's / division's annual budget.
- May perform various technical accounting / bookkeeping work, which may include verifying or computing financial data, preparing billing invoices, processing accounts payable / receivable, preparing financial reports and statements, maintaining and balancing accounts, preparing bank deposits, processing payroll, etc.
- May perform various duties associated with personnel administration, which may include establishing and maintaining confidential employee records, coordinating required pre-employment testing, conducting new employee orientation and processing related paperwork.
- Communicates with officials and staff of other departments and agencies to obtain and relay information and to coordinate activities.
- Receives and responds to inquiries, in oral or written form, from the public or other agencies concerning department / division operations.
- Operates a variety of standard office equipment, which may include computers, printers, typewriter, copier, adding machine, fax machine, paper shredder, telephone, two-way radio, postage machine, paper folding machine, etc.
- Performs other clerical / administrative work as required, which may include but is not limited to copying documents, filing / retrieving files, reviewing and processing mail, faxing information, answering the telephone, scheduling appointments and meetings, maintaining calendars, ordering and maintaining inventory of supplies and materials, etc.
- May provide training, instruction and lead direction of assigned support staff.
- Attends various meetings and training as required or appropriate.
- Completes special projects as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

County and department policies and procedures.

Laws, codes and regulations governing professional and clerical operations of the department / division to which assigned.

Programs, goals and purpose of the assigned department / division.

Methods of preparing and processing various records, reports, forms and other documents peculiar to assigned department or program.

Standard office management and clerical practices and procedures.

Modern office technology, including the use of computers for word and data processing.

Record-keeping, report preparation and filing systems and methods.

Financial record-keeping and budget preparation.

Correct English usage, including spelling, grammar, punctuation and vocabulary.

Basic business arithmetic.

Ability to:

Learn, understand, interpret, analyze and apply all pertinent laws, codes, regulations, policies and procedures, and standards.

Perform difficult and complex para-professional statistical and functional work involving the use of considerable independent judgment.

Develop and implement objectives, policies, procedures and work standards.

Organize work, set priorities, meet critical deadlines and follow up on assignments with a minimum of direction.

Gather and compile department / division-specific information from a variety of sources.

Prepare, review and present reports, recommendations and other correspondence and communications in a clear and concise manner.

Understand and follow complex oral and written instructions.

Maintain accurate records and files.

Type accurately at speeds necessary for successful job performance.

Use computers effectively for word and data processing.

Safely operate basic office equipment.

Communicate clearly and concisely, both orally and in writing.

Deal tactfully and effectively with persons contacted in the course of work, including those of diverse socio-economic and cultural backgrounds.

Perform work effectively despite frequent interruptions and the pressure of deadlines.

Perform required mathematical computations accurately.

Education:

A high school diploma or GED equivalent supplemented by college-level coursework in administration and/or technical subjects related to the area to which assigned.

Experience:

Two years of responsible support experience in the professional field assigned.

Other Requirements:

Must possess a California driver's license and have a satisfactory driving record.