



## Job Description

**JOB TITLE:** ADMINISTRATIVE SERVICES TECHNICIAN

**PAY GRADE:** CL 17

**LAST REVISED:** 06/01/07

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job. Additional or different duties from the ones set forth below may be required to address changing business needs/practices.*

### **SUMMARY DESCRIPTION**

Under general supervision from assigned supervisory or management staff, performs a variety of office support, clerical, and routine secretarial duties of a general or specialized nature in support of the function to which assigned; provides word processing and data entry support; maintains a variety of files and records; and provides information and assistance to students, faculty, staff, and the general public; and performs a variety of tasks relative to assigned area of responsibility.

**REPRESENTATIVE DUTIES** - *The following duties are typical for this job classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Serves as receptionist for assigned area; receives office and telephone callers; resolves complaints; provides material and information in response to requests for information related to assigned area of responsibility; conveys telephone messages; refers callers to appropriate staff for further assistance as needed.
2. Receives calls for emergency and non-emergency situations on campus; determines priority and proper response to calls; dispatches public safety staff or contacts local agencies as appropriate.
3. Verifies and reviews materials, applications, records, files and reports for completeness and conformance with established regulations and procedures; applies applicable policies and procedures in determining completeness of applications, records, files and reports; collects and processes appropriate information.
4. Types, word processes and proofreads a variety of documents and forms including general correspondence, agendas, reports and memoranda from rough draft, recordings or verbal instruction; disseminates information as appropriate.
5. Maintains accurate and up-to-date files and records for assigned areas; develops and monitors various logs, accounts and files for current and accurate information; verifies accuracy of information, researching discrepancies and recording information; organizes and maintains filing systems.
6. Maintains confidentiality of confidential and/or sensitive student and other information.
7. Performs a variety of routine clerical accounting duties and responsibilities involved in financial record keeping and reporting for assigned area; maintains a variety of accounting records, logs and files; compiles information and data for statistical and financial reports; checks and tabulates data.



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8. Reviews, codes and processes requisitions, invoices, expense forms, claims and payroll timesheets; verifies proper amounts, hours and account coding; receives and accounts for various fees and payments; establishes and processes instructor payment.
9. Assists in developing and maintaining a budget for the assigned area; sets up and maintains financial documentation of all budget transactions; creates and maintains spreadsheets and accesses information from various databases; prepares and reconciles purchase orders and ensures proper coding of expenditures.
10. Receives, sorts and distributes incoming and outgoing mail and correspondence.
11. Presents program information to customers, students and faculty; assists in preparing program materials including handbooks, manuals, directories, web pages, contracts and class schedules; monitors changes to and updates materials; receives, sorts and delivers materials.
12. Assists manager with marketing and advertising plans within assigned area; prepares a variety of documents for publications and marketing pieces including brochures, flyers, event programs, press releases and related materials.
13. Maintains office supplies and inventories; orders, receives and maintains office supplies, hardware, software and equipment; prepares and delivers requisitions, purchase orders and work order forms.
14. Maintains calendar of activities, meetings and various events for assigned area and staff; coordinates activities and special projects with other divisions and departments.
15. Schedules and prepares for a variety of meetings; prepares and distributes agendas; makes arrangements for facility usage; attends meetings related to assigned division; takes and prepares minutes as assigned; disseminates information as appropriate.
16. Utilizes various computer applications and software packages; inputs information into relational databases for use in mailings and call lists; maintains and generates reports from a database or network system.
17. Operates office equipment including computer equipment, typewriter, calculator, copier and facsimile machine.
18. Trains and provides work direction to assigned student workers and temporary help as assigned.
19. Performs related duties as required.

**QUALIFICATIONS** - *The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**Knowledge of:**

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Organization and operation of the assigned program area as necessary to assume assigned responsibilities.

Basic principles of business letter writing and basic report preparation.

Principles and practices used to establish and maintain files and information retrieval systems.



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Principles, practices, and procedures of basic fiscal, statistical, and administrative record keeping.  
Basic principles and techniques used in public relations including methods and techniques of proper receptionist and telephone etiquette.  
Basic mathematical concepts.  
Basic accounting theory, principles and practices.  
Work organization principles and practices.  
English usage, grammar, spelling, punctuation, and vocabulary.

### **Ability to:**

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.  
Organization and operation of the assigned program area as necessary to assume assigned responsibilities.  
Basic principles of business letter writing and basic report preparation.  
Principles and practices used to establish and maintain files and information retrieval systems.  
Principles, practices, and procedures of basic fiscal, statistical, and administrative record keeping.  
Basic principles and techniques used in public relations including methods and techniques of proper receptionist and telephone etiquette.  
Basic mathematical concepts.  
Basic accounting theory, principles and practices.  
Work organization principles and practices.  
English usage, grammar, spelling, punctuation, and vocabulary.

**Education and Experience Guidelines:** *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

### **Education/Training:**

Equivalent to the completion of the twelfth grade.

### **Experience:**

Two years of general clerical experience preferably involving extensive public contact.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT** - *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office setting.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally walk, stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

**Hearing:** Hear in the normal audio range with or without correction.