

OFFICE SERVICES TECHNICIAN

Definition:

Under direct supervision, to perform a wide variety of clerical support activities of average difficulty and complexity requiring previous clerical experience. Incumbents might perform activities related to: preparing routine reports; collecting money and preparing deposits; providing customer service and resolving customers' problems; conducting basic research; preparing minutes; and, proofreading, editing, and updating a variety of documents.

Distinguishing Characteristics:

This is the second level of the office services series. The Office Services Technician is distinguished from the Office Services Assistant by its wide variety of clerical support activities requiring previous clerical experience. Incumbents are expected to apply a moderate amount of initiative and independent judgment to perform duties within standardized and established policies. Depending upon assignment, incumbents may be required to develop a moderate understanding of technical subject matter unique to the work area. The Office Services Technician is distinguished from the Office Services Specialist, which performs specialized support activities requiring knowledge and experience in the area of assignment.

Essential Functions:

- ** Responds to requests for information from the general public, other internal departments, and employees; researches and resolves discrepancies with information.
- ** Performs various clerical duties, utilizing standard office equipment, to include: screening incoming calls; taking and transmitting messages; distributing mail; making photocopies; typing; and, word processing.
- ** Prepares routine documents and information by typing, performing data entry or word processing; compiles data for routine reports.
- ** Receives, sorts, and distributes a variety of correspondence, records, and information to appropriate personnel and the general public.
- ** Processes a variety of forms and paperwork, using established procedures; receives monies from customers; prepares and disseminates receipts to appropriate individuals; prepares related bank deposits.
- ** Files documents alphabetically, numerically, or by other prescribed method; maintains departmental records; coordinates records retention activities for assigned department.

Essential Functions: (continued)

- ** Prepares meeting agendas; assembles agenda packets; attends meetings and takes minutes; distributes meeting minutes to appropriate individuals.
- ** Proofreads, edits, and updates a variety of documents.
- ** Monitors and maintains office inventory and supply levels.

Other Functions:

- ** Performs other duties of similar nature or level as required.

Employment Standards:

High School Diploma, or G.E.D., and two years of clerical, general computer and office experience directly related to the area of assignment; or, an equivalent combination of education and experience sufficient to obtain the knowledge and skill to successfully perform the essential duties of the job.

- ** Certification of Typing/Keyboarding speed of 45 net words per minute

Additional Requirements:

Some Positions May Require:

- ** Possession of a Valid California Driver's License
- ** Certification of Transcription speed of 45 net words per minute
- ** Proficiency in the use of word processing software, such as Microsoft Word or Word Perfect.

Knowledge of: inventory maintenance principles; customer service principles; standard office procedures, methods, and equipment; basic filing and recordkeeping principles; basic mathematical concepts; English language, grammar, and punctuation.

Skill in: preparing a variety of reports; prioritizing work; performing multiple tasks simultaneously; entering information into a database; maintaining various records and files; preparing meeting agendas and minutes; using computers and related software applications; performing mathematical calculations; processing forms using established guidelines; providing customer service; filing; keyboarding; using standard office equipment; and, communicating both orally and in writing sufficient to exchange or convey information and to receive work direction.

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