

**ADMINISTRATIVE SUPPORT TECHNICIAN**

*The following class specification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.*

**DEPARTMENT:** Varies

**REPORTS TO:** Varies

**CLASS SUMMARY**

Performs a variety of general office functions to provide administrative support to assigned department.

**DISTINGUISHING CHARACTERISTICS**

The Administrative Support Technician is the second level of a four level administrative support series. The Administrative Support Technician is distinguished from the Administrative Support Assistant in that it performs wide variety of routine administrative support activities which require routine decision making and office experience. The Administrative Support Technician is distinguished from the Administrative Support Specialist who is responsible for performing specialized and more complex administrative support activities and may lead or supervise other administrative support personnel.

**TYPICAL CLASS ESSENTIAL DUTIES**

- Serves as office receptionist by answering and directing calls, greeting patrons and providing information.
- Prepares documents and forms which includes composing and typing correspondence; choosing and completing appropriate forms and applications; and compiling information and creating reports.
- Coordinates office schedules and reservations to include reviewing schedules and making appointments; securing and confirming room reservations; making travel arrangements; and maintaining computer-based scheduling programs.
- Processes purchase orders, payment vouchers and invoices which includes preparing and reviewing documentation; securing necessary approvals; and maintaining appropriate records.
- Enters, retrieves, and maintains data on computer system.
- Processes office mail by receiving and sorting incoming mail and calculating and affixing appropriate postage for outgoing mail.
- Maintains records by developing and implementing filing methods.
- Maintains office supply inventory by monitoring stock levels and placing orders with vendors as necessary.
- Maintains petty cash, disperses as necessary, and submits petty cash reimbursement to Finance Dept.
- Performs other duties of a similar nature or level.
- Performs work during emergency/disaster situations.

**ADMINISTRATIVE SUPPORT TECHNICIAN****POSITION SPECIFIC DUTIES**

## Engineering Department:

- Calculate fees associated with building permit applications;
- Maintain computer and hard copy records of water and sewer specifications;
- Research and provide zoning and floodplain information to the public.

## Health:

- Maintain patient charts, schedule patients, make follow-up contacts with patients to give results or make appointments;
- Conduct client education;
- Set up exam room and safely dispose of hazardous materials;
- Check vital signs, blood pressure, height/weight, and collect/deliver specimens.

## Legal Department:

- Research property ownership;
- Review the status of accounts and report delinquencies.

## Vital Records:

- Operate microfilm equipment.

## Social Services:

- Screen program applications and answer limited program specific inquiries;
- Research state computer data bases;
- Conduct training sessions;
- Activate food stamp benefit cards;
- Issue bus passes.

## Inspections Department:

- Process permit applications.

## Zoning Division of the Inspections Department:

- Record Zoning Board of Adjustment proceedings; draft minutes and final orders; maintain official records of the Board.
- Research and provide zoning and floodplain information to the public.

## WASTEC:

- Maintain accurate training records and health testing records and schedule training or appointments when necessary.
- Schedule, attend, and takes minutes at meetings.
- Proofread and distribute periodic newsletters.

**KNOWLEDGE AND SKILLS**

## Knowledge of:

- Filing techniques;
- General office operations;
- Customer service techniques;
- Basic accounting concepts;
- Office equipment and supplies;
- Purchasing and accounts receivable concepts;
- Phone answering techniques;
- Mail sorting and delivery concepts.

## Skill in:

- Operating office equipment;
- Typing;
- Using a computer and related software applications;

**ADMINISTRATIVE SUPPORT TECHNICIAN**

- Making reservations and travel arrangements;-
- Answering multiple phone lines;
- Maintaining files;
- Keeping logs;
- Composing correspondence;
- Making copies;
- Providing customer service;
- Sorting and distributing mail;
- Processing outgoing mail;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

**TRAINING AND EXPERIENCE**

High School Diploma or General Equivalency Diploma (GED) and two years of clerical, data entry, administrative support or related experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

**LICENSING/CERTIFICATION**

Some positions may require:

- Notary Public;
- NC Driver's License;
- NC Property and Casualty Insurance License within six months of employment.

**PHYSICAL REQUIREMENTS/WORKING CONDITIONS**

Typically requires fingering, grasping, feeling, talking, hearing, seeing, and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

**GENERAL INFORMATION**

FLSA Status: Non-exempt

Class Spec Established/Revised: E11/99; R8/01; R10/02; R07/06; R03/08