

**CITY OF CONCORD  
CLASS SPECIFICATION**

**CLASS TITLE: ADMINISTRATIVE TECHNICIAN II**  
**DEPARTMENT: ASSESSING**  
**REPORTS TO: DIRECTOR OF REAL ESTATE ASSESSMENTS/  
ADMINISTRATIVE TECHNICIAN III**

**JOB CODE: 5111**  
**DATE: 2/08**

**JOB SUMMARY:**

Performs administrative and clerical work of moderate difficulty involving typing, filing, and assisting the public with inquiries, complaints, and problem resolution. An individual in this classification may be required to compile information from a variety of sources and prepare reports, track documents, and research answers to questions related to the area of assignment.

**ESSENTIAL JOB FUNCTIONS:**

Answers telephones and directs calls or assists callers.

Composes and types letters as needed.

Updates and maintains files.

Assists customers as needed.

Assists other employees as needed.

Checks emergency alarm system monthly.

Opens and distributes mail.

Enters and retrieves information from the computer; updates mailing addresses, exemptions, and credit.

Photocopies materials.

Prepares mailings.

Prepares and updates graphs and charts.

Collects money for making copies.

Performs other related duties as assigned.

**MATERIAL AND EQUIPMENT USED:**

Computer	General Office Equipment	Telephone
Copier	Fax Machine	Printer
Appraisal System		

**MINIMUM QUALIFICATIONS REQUIRED:** (Dependent on area of assignment)

**Education and Experience:**

High school diploma or GED and two years of clerical experience which involved interacting with the public to disseminate information, or any combination of education, training and experience which provides the knowledge, skills and abilities required for the job.

**Licenses and Certifications:** None

**KNOWLEDGE, SKILLS, AND ABILITIES:**

**Knowledge of:**

Administrative policies and procedures and technical terminology relative to area of assignment.

Good business English, including grammar, spelling, punctuation, and composition.

Record keeping, report preparation, filing methods, and records management techniques.

Standard business arithmetic.

General office procedures, policies, and practices, as well as basic knowledge of general office equipment.

New Hampshire state statutes regarding property taxation, exemptions, tax credits, abatements, tax collection, and current use.

Telephone techniques.

Filing systems.

**Skill in:**

Communicating effectively, both orally and in writing, with the general public.

Using computers to enter and retrieve information.

Operating general office equipment.

Assisting customers and co-workers.

Distributing mail.

Setting up monthly tests for the emergency alarm.

Basic data entry and retrieval of information from the computer.

Operation of a copier, fax machine, and typewriter.

**Mental and Physical Abilities to:**

Understand and carry out moderately complex written and oral instructions.

Perform job functions under stressful deadlines.

Make informed and accurate decisions in the absence of staff.

Establish and maintain effective working relationships with other employees and the general public.

While performing the essential functions of this job, the incumbent is regularly required to reach with hands and arms and to use hands to finger, handle, or feel objects.

While performing the essential functions of this job, the employee is occasionally required to lift and/or move up to 35 pounds.

**Working Conditions:**

Work is performed in a normal office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt, and the like. Depending on the assigned department, inside temperatures may vary due to the efficiency of heating and air conditioning systems.