

**CITY OF CONCORD
CLASS SPECIFICATION**

CLASS TITLE: ADMINISTRATIVE TECHNICIAN II
DEPARTMENT: CITY CLERK
REPORTS TO: DEPUTY CITY CLERK

JOB CODE: 5111
DATE: 2/08

JOB SUMMARY:

Provides customer service to both internal and external customers, including the issuance and amendment of vital records, the issuance of dog licenses, and involvement with the election process.

ESSENTIAL JOB FUNCTIONS:

Provides customer service to internal and external customers; greets customers, answers phones, processes records, operates cash register, and compiles information.

Enters, processes, researches, and retrieves vital records; amends vital records in accordance with court orders and state agency requirements.

Types correspondence to customers requesting vital records and other information; opens, processes, and distributes records.

Issues dog licenses and dog license summons.

Compiles, processes, and distributes monthly vital records and election reports.

Files Articles of Agreement; performs the oath of office for council members, ward officials, and committee members; files and archives current and past confidential records.

Processes requests for Absentee Ballots; tracks, reports, and maintains Absentee Ballot Records; receives and reports election results.

Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

Personal Computer and/or Terminal
Calculator
Fax Machine

General Office Equipment
Laminator
Typewriter

Cash Register
Adding Machine

MINIMUM QUALIFICATIONS REQUIRED:

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 required 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 vital records management and election processes.

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

Word processors or computers.

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

Standard business arithmetic, including percentages and decimals.

General office procedures, policies, and practices, as well as basic knowledge of computer/VDT and other general office equipment.

Basic budgetary principles.

Skill in:

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

Typing moderately complex documents such as reports and charts containing numerical information at a rate of 40 words per minute.

Performing basic mathematical computations such as addition, subtraction, multiplication, and division.

Using computers to enter and retrieve information.

Operating general office equipment.

Formatting, preparing, and distributing reports.

Mental and Physical Abilities to:

Maintain a high degree of confidentiality.

Organize and compile information into a logical and sequential format.

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.

Perform duties while intermittently sitting, standing, or stooping.

Occasionally lift light objects.

Climb ladders.

Working Conditions:

Works is performed in an office, storage areas, and vaults.

The employee is exposed to dust and dirt.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.