

**CITY OF CONCORD  
CLASS SPECIFICATION**

**CLASS TITLE:** ADMINISTRATIVE TECHNICIAN II      **JOB CODE:** 5111  
**DEPARTMENT:** POLICE      **DATE:** 2/08  
**REPORTS TO:** RECORDS SUPERVISOR

**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:** (All responsibilities may not be performed by all incumbents.)

Answers multi-line telephone system; directs and transfers calls to proper destinations; interacts with the public; enters and retrieves information via computer; receives payment of parking violation fines; issues receipts.

Performs data entry of parking tickets.

Retrieves messages, overnight parking lists, and reports from the dispatch center, and disseminates to officers' message board, records department, and other divisions.

Maintains cash drawer for parking unit; provides change to public for payment of parking violation fines.

Files parking control correspondence, motor vehicle records, and notices.

Scans all documents into IMC computer system.

Enters information regarding restraining orders; verifies the validity of temporary orders; purges orders that have expired.

Authorizes the legality of listings entered into the National Crime Information Center; expunges cancellations.

Reviews and corrects pending warrants in the IMC computer system.

Maintains and updates database to ensure accurate and balanced record keeping.

Assists in the processing of department payroll.

Greets visitors and responds to questions and requests.

Collects money; enters daily cash received; prepares and completes bank deposits.

Processes insurance requests for accidents and incidents.

Creates calls and reports for lost, stolen, and damaged property under one thousand dollars.

Creates pistol permits and enters permits into system.

Provides information regarding various codes and ordinances related to parking, police policies, procedures, and press releases.

Enters vehicle citation warnings.

Formats and types letters, forms, and memoranda.

Prepares documents for archiving.

Maintains and logs incoming and outgoing correspondence.

Prepares, collates, copies, and disseminates morning reports for investigation and prosecution.

Processes applications for games of chance; collects fees and prepares licenses.

Performs other related duties as assigned.

**MATERIAL AND EQUIPMENT USED:** (Dependent on area of assignment)

Personal Computer and/or Terminal	General Office Equipment	Calculator
Microfilm/Microfiche	Adding Machine	Typewriter
Fax Machine	Transcribing Machine	

**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 required knowledge, skills and abilities required for the job.

Depending on area of assignment may be required to pass psychological examinations.

**Licenses and Certifications:** (depending upon area of assignment)

S.P.O.T.S. Operator.

Justice of the Peace

**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.

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.

City of Concord zoning ordinances and basic interpretations.

**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 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 sitting at a desk or table or while intermittently sitting, standing, stooping, bending, crouching, or walking.

Occasionally lift light objects.

**Working Conditions:**

Work is performed in an office or stockroom.

Work is performed in a very noisy place.

Work exposes employee to dust, dirt, grease, contagious or infectious diseases, or irritating chemicals.

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.