

**CITY OF CONCORD  
CLASS SPECIFICATION**

**CLASS TITLE:** ADMINISTRATIVE TECHNICIAN III **DATE:** 07/23  
**DEPARTMENT:** PARKS & RECREATION, CEMETERY DIVISION  
**REPORTS TO:** CEMETERY ADMINISTRATOR

**JOB SUMMARY:**

Uses independent discretion and judgment in assisting with the administrative functions of the Cemetery Division of the Parks & Recreation Department. Relieves Cemetery Administrator of administrative details by composing routine correspondence, scheduling appointments and meetings, responding to requests for information and assistance, resolving problems and complaints, and handling telephone calls. Handles and processes confidential and/or sensitive information requiring the use of discretion. Serves as administrative assistant to the division.

**ESSENTIAL JOB FUNCTIONS:**

Assists families with funeral arrangements, which includes selling, preparing and coordinating burials and completing follow up duties such as internment records, permits, lot records computerized data entry and billing

Enters and retrieves technical information from funeral homes as well as internment information in order to perform research; updates records, processes transactions, and responds to requests for information.

Composes correspondence under general direction or on own initiative to expedite the processing and completion of work.

Receives and coordinates requests for information pertaining to eligibility for internment and cemetery rules and regulations. Must demonstrate empathy and care in both oral, written and telephone communications.

Compiles and verifies information for financial, budgetary, or statistical reports of a technical nature.

Sets up and maintains physical and computer internment records so that documents can be filed and retrieved in an orderly fashion.

Processes incoming and outgoing mail.

Answers phone calls, emails and helps customers who come in

Formats and types letters, reports, charts, and other documents requiring special formatting or, financial reports.

Maintains database system for the purpose of tracking and retrieving data for statistical reports/information and updating records.

Interacts with staff from other departments, elected officials, and the general public in person or by telephone in order to respond to inquiries, receive complaints, and resolve problems.

Performs other related duties as assigned.

**MATERIAL AND EQUIPMENT USED:**

Computer  
Fax Machine

Typewriter  
Calculator

Copier  
Scanner

**MINIMUM QUALIFICATIONS REQUIRED:**

**Education and Experience:**

High school diploma or GED; and,

Two to five years of progressively responsible administrative experience, preferably in a cemetery or death care environment.

Any combination of education, training and experience which provides the required knowledge, skills and abilities required for the job.

**Licenses and Certifications:**

Valid New Hampshire Operator License

**KNOWLEDGE, SKILLS, AND ABILITIES:**

**Knowledge of:**

Administrative policies and procedures related to the area of assignment.

Cemetery RSA and policies

Basic budgetary principles and practices.

Office administrative and secretarial practices and procedures, such as business letter writing and the operation of standard office equipment.

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

Technical terminology appropriate to the area of assignment, such as legal or financial terminology.

Modern office methods, procedures, equipment, business letter writing, and standard clerical techniques.

Techniques of effective time management.

Correct English usage, including spelling, grammar, punctuation, and vocabulary.

Standard business arithmetic.

Administration of staff and activities, either directly or through subordinate supervision.

Computer applications related to the work.

City Administration policies and procedures.

**Skill in:**

Communicating effectively with others, orally and in writing.

Using tact, discretion, initiative, and independent judgment within established guidelines.

Typing complex documents containing numeric information or technical terminology at 55 wpm.

Dealing courteously and diplomatically with the general public.

Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.

Applying logical thinking to solve problems or accomplish tasks and to understand, interpret, and communicate complicated policies, procedures, and protocols.

Accurately proofreading copy with accompanying knowledge of grammar, punctuation, and spelling.

Preparing clear and concise reports, correspondence, and other written materials.

Organizing, processing, and maintaining information and documents in an orderly fashion.

**Mental and Physical Abilities to:**

Establish and maintain effective working relationships with others.

Read and interpret documents such as safety rules, operation and maintenance instructions, and procedure manuals.

Write reports, correspondence, and procedure manuals.

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

**Working Conditions:**

Work is performed in a normal and sometimes hectic 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. As part of regular job duties may require driving to other city cemeteries or office locations

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.