

**CITY OF CONCORD
CLASS SPECIFICATION**

CLASS TITLE: ADMINISTRATIVE TECHNICIAN III
DEPARTMENT: COMMUNITY DEVELOPMENT
REPORTS TO: CITY PLANNER

DATE: 01/25

JOB SUMMARY:

Performs administrative work involving the operations of the Planning Division. Executes and maintains all financial records for the division. Assists with administrative details by composing correspondence on own initiative, scheduling meetings and appointments, and responding to requests for information. Works with both confidential and sensitive information. Maintains planning and administrative files. Provides administrative support to the Planning Board, Zoning Board of Adjustment, Demolition Review Committee, Conservation Commission, Architectural Design Review Committee, and Heritage Commission.

ESSENTIAL JOB FUNCTIONS: (All responsibilities may not be performed by all incumbents.)

Responsible for preparing purchasing requests, accounts payable, and accounts receivable invoices through the City's accounting system.

Coordinates requests for travel and training approval; processes conference registrations and reimbursement forms.

Compiles and verifies information for further processing or to prepare financial, budgetary, or statistical reports.

Answers and directs incoming division telephone calls; greets visitors and escorts or directs them to appropriate people or areas.

Maintains and orders supplies.

Assists in preparation of annual operating budget; monitors monthly expenditures; works with Finance Department to reconcile discrepancies; maintains cash fund; makes deposits.

Composes correspondence on own initiative or under general direction to expedite the processing and completion of work; receives, reviews, and screens correspondence.

Schedules and confirms appointments, meetings, or reservations; maintains appointment calendar to ensure effective time management.

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

Handles confidential or sensitive information requiring the use of discretion and tact.

Processes division mail; opens, sorts, and distributes mail to appropriate parties; responds to mail as appropriate.

Updates and maintains divisional Web site.

Sets up and maintains alphabetic and numeric files so that documents can be filed and retrieved in an orderly fashion, including setting up applications in EnerGov.

Receives and tracks payments for copies and payment of fees; assists applicants with the calculation of fees and ensures that all necessary documents are included with the application.

Enters and retrieves technical information from a computer in order to perform research, update records, process transactions, or respond to requests for information.

Provides administrative support for the Planning Board, Zoning Board of Adjustment, Conservation Commission, Heritage Commission, Demolition Review Committee, Architectural Design Review Committee, and others as assigned. With guidance from the City Planner (or other assigned Planning Division staff), this position prepares, assembles, and coordinates meeting agenda packets, as well as abutter notifications and public notices.

Mails all correspondence and legal notices relating to meetings of assigned Boards, Commissions, and Committees.

Attends meetings of all assigned Boards, Commissions, and Committees; keeps track of member attendance to ensure a quorum, and writes meeting minutes thereof.

With guidance from the City Planner or other assigned Planning Division staff, prepares certified records of applicable City files for the Planning Board and Zoning Board of Adjustment for use in Superior Court Cases.

Performs a variety of personnel-related tasks for the division; prepares and processes leave request forms; maintains time and attendance records, and processes payroll.

Performs a variety of general clerical and administrative tasks associated with operation of the division.

Provides backup administrative support to Code, Engineering, or Administration Divisions as needed.

Assist with training staff as needed.

Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

Personal Computer and/or Terminal	Copier	
General Office Equipment	Calculator	Adding Machine
Multi-line Telephone		

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience: (Depending on area of assignment)

High school degree or equivalent and,

Four years of progressively responsible clerical experience, at least one year of which included experience performing administrative clerical work including interaction with high level officials and managers; or,

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

Licenses and Certifications: (Depending on area of assignment)

Justice of the Peace.

Notary Public.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Microsoft software

Administrative policies and procedures related to the area of assignment.

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.

Basic budgetary principles and practices.

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

Skill in:

Communicating clearly and effectively with others, orally and in writing.

Dealing courteously and diplomatically with the general public.

Word processing.

Using computers to enter and retrieve information.

Operating general office equipment.

Compiling, composing, and maintaining reports.

Understanding and carrying out complex written and oral instructions.

Developing and maintaining effective and positive professional working relationships with elected officials, City staff, representatives from other governmental agencies, permit applicants, contractors, and the general public.

Use of Microsoft Office software (Word, Excel, PowerPoint, Publisher, Outlook, etc.) software.

Use of Tyler Technology software packages, including Munis accounting software and EnerGov permitting software.

Mental and Physical Abilities to:

Ability to multi-task in a busy environment with frequent interruptions.

Ability to meet deadlines.

Handle situations in which others may be angry or argumentative.

Establish and maintain effective working relationships with others.

Attend night meetings or hearings, when required.

Perform duties while sitting at a desk or table or while intermittently sitting, standing, or stooping.

Occasionally lifts light objects.

Working Conditions:

Work is performed in an office.