



CITY OF MEDFORD, OREGON

ADMINISTRATIVE SUPPORT TECHNICIAN

JOB TITLE: Administrative Support Technician	DEPARTMENT: Various	
CLASSIFICATION: Non-Exempt	POSITION #: 264	GRADE: M25
UPDATED: August 2015	<input checked="" type="checkbox"/> Approved by Human Resources Director <input checked="" type="checkbox"/> Approved by City Manager	

SUMMARY:

The Administrative Support Technician performs a wide variety of administrative support activities. This position is distinguished from the Administrative Support Assistant by its responsibility for performing more complex administrative activities and independent decision making, and is distinguished from the Administrative Support Specialist which requires specialized training and experience. This position is in various departments and each department may require varying degrees of expertise and experience in a specific competency or skill. This position reports to an assigned supervisor, manager or director depending on the department.

ESSENTIAL DUTIES/RESPONSIBILITIES:

These duties are a representative example; position assignments may vary depending on the business needs of the department and organization. Position specific responsibilities may vary depending on assigned department. This position:

- Responds to requests for information from the general public, internal departments, and employees, including: calls, correspondences, customer service interaction, distributing mail, etc.
- Performs administrative duties, processing mail, photocopying, filing, records, processes training requests, travel expenses, codes and processes invoices, purchase orders, etc.
- Uses office equipment, computers, software and programs effectively and efficiently.
- Produces and distributes documents, extracts and compiles data for reports, processes records.
- Uses prescribed procedures to process, distribute, record and destroy sensitive information and records; maintains and coordinates records retention activities.
- Oversees financial and budget of various financial responsibilities, including: payroll and accounting, purchasing, accounts payable/receivable, debit card processing, etc.
- Enters payroll information for employees or department.
- Acts as the technology liaison, including database management.
- Dispatches work orders and coordinates work crews, including scheduling emergency services.
- Prepares and schedules meetings and agendas, attends meetings, takes and distributes minutes, etc.
- Supports/assists Director or other staff with: special events, projects, contracts, requests for proposals, capital improvements, comprehensive spreadsheets, public outreach, etc.
- Human resources liaison for personnel requisitions, hiring and promotional processes, maintains employee records, responds to salary and benefit surveys, etc.
- Reviews and works with confidential documentation.
- Trains staff: software upgrades, database changes, mobile software changes, etc.



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- May be responsible for other administrative staff: assisting with work load, directing tasks, training, etc.
- Upholds the values of the organization and has strong customer service orientation.
- Must have the ability to handle job stress and interact effectively with others in the workplace.
- Must be honest and truthful in all tasks and responsibilities.
- Performs other related projects and duties as assigned.
- Demonstrates regular, reliable and punctual attendance.

In addition to the general duties listed above, position assignments may vary depending on the business needs of the department, for example:

Police Department

- Processes training requests and travel expenses, bad checks and pawn sheets.
- Supports administration of programs, background checks.
- Assists detectives and notifies them of court proceeding dates, etc.

Fire Department

- Schedules station tours, prepares incident reports, and assists with program administration.
- Assistant to Chiefs.
- Manages and updates social media/website.
- Schedules inspections, receives payments, and issues permits.

Parks & Recreation Department

- Dispatches, assesses, assigns and closes work orders.
- Assists with the development of a computerized maintenance management system.
- Assists with the development of a preventative maintenance plan.
- Creates and tracks contracts.

Public Works Department - Engineering Division

- Produces proposals, notices, press releases, contracts and newsletters.
- Manages department website.
- Maintains contractor database, and coordinates contractor insurance certification.
- Prepares agenda item commentaries and performs notary services for the department.
- Takes and prepares meeting minutes, arranges lunches, and maintains records for the Traffic Coordinating Committee and Joint Transportation Committee meetings.

Maintenance and Water Reclamation Divisions

- Processes training requests and travel expenses, makes reservations, travel and travel advance arrangements.
- Prepares contracts; acts as Department's liaison to vendors.
- Maintains clothing budget and prepares service forms, notices, and permits (IWDP).
- Acts as Administrative Support Technician to the Regional Rate Committee, takes minutes, prepares minutes, arranges lunches, and maintains records.

Public Works Department – Operations Division

- Maintains automated warehouse inventory system, including physical inventory and updates.
- Maintains fleet equipment parts list and prepares work orders.



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- Distributes moratorium notifications.
- Calculates sewer charges and/or utility bills.

Data Processing Division

- Processes accounts payable reports, checks and assigns new services.
- Tracks active and inactive deposits.
- Assists with software installs and upgrades.

Planning, Finance, and Human Resources Departments

- Prepares and distributes public hearing notices; processes occupational/regulatory licenses.
- Assembles preliminary and adopted budgets serves as department liaison, works with commission and commission agendas.

CORE COMPETENCIES:

Individual Contributor:

Incumbents should have a solid foundation of the following core competencies identified by the organization to be essential:

Communicativeness - Effective performers recognize the essential value of continuous information exchange. They actively seek information from a variety of sources and disseminate it in a variety of ways. They use modern technologies to access and circulate information. They take responsibility for ensuring that their people have the current and accurate information needed for success.

Composure - Effective performers maintain emotional control, even under ambiguous or stressful circumstances. They are able to demonstrate emotions appropriate to the situation and continue performing steadily and effectively.

Customer Service - Effective performers attend to customers in a timely manner. They view the organization through the eyes of the customer and go out of their way to anticipate and meet customer needs.

Drive/Energy - Effective performers have a high level of energy and the motivation to sustain it over time. They are ambitious and passionate about their role in the organization. They have the stamina and endurance to handle the substantial workload present in today's organizations. They know that a healthy work/life balance is important to sustained energy. They are motivated to maintain a fast pace and continue to produce even in exhausting circumstances.

Functional/Technical - Effective performers are knowledgeable and skilled in a functional specialty. They add organizational value through unique expertise in a functional specialty area. They remain current in their area of expertise and serve as a resource in that area for the organization.

Integrity - Effective performers think and act ethically and honestly. They apply ethical standards of behavior to daily work activities. They take responsibility for their actions and foster a work environment where integrity is rewarded.



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Initiative - Effective performers are proactive and take action without being prompted. They don't wait to be told what to do or when to do it. They see a need, take responsibility, and act on it. They make things happen.

Learning Agility - Effective performers continuously seek new knowledge. They are curious and want to know 'why'. They learn quickly and use new information effectively. They create and foster a culture of interest, curiosity, and learning.

Positive Impact - Effective performers make positive impressions on those around them. They are personable, self-confident, and generally likable. They are optimistic and enthusiastic about what they do, and their excitement is contagious. They energize those around them.

Problem Solving/Decision Making - Effective performers are able to identify problems, solve them, act decisively, and show good judgment. They isolate causes from symptoms, and compile information and alternatives to illuminate problems or issues. They involve others as appropriate and gather information from a variety of sources. They find a balance between studying the problem and solving it. They readily commit to action and make decisions that reflect sound judgment.

Sensitivity - Effective performers value and respect the concerns and feelings of others. In the workplace, this compassion translates into behaviors that communicate empathy toward others, respect for the individual, and appreciation of diversity among team members.

Team Player - Effective performers are team oriented. They identify with the larger organizational team and their role within it. They share resources, respond to requests from other parts of the organization, and support larger legitimate organizational agendas as more important than local or personal goals.

QUALIFICATIONS/EXPERIENCE:

- Ideally, two years of clerical, data entry, or administrative support or related experience in contracting, human resources, database management, and/or financial support; and
- Graduation from high school, and/or equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.
- Current technical/professional knowledge of complex principles, methods, standards and techniques associated with the scope of work of a recognized profession, such as:
 - Use computer and other office equipment effectively and efficiently.
 - Excellent interpersonal, verbal and written communication skills.
 - Basic filing and recordkeeping, spelling and grammar, inventory maintenance, and customer services principles.
 - Modern office procedures, mathematical concepts, etc.
 - Ability to train in individual and group settings.
 - Ability to effectively use computer software, specifically in Microsoft Office Suite: Word, Excel, PowerPoint, Outlook, etc.
- Possession of licenses and/or certifications associated with the assignment.



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- May require possession of a valid driver's license by date of hire. New employees establishing resident status in the State of Oregon must obtain an Oregon driver's license within 30 days (ORS 807.020 (1)).
- Requires completion of a background investigation to the satisfaction of the City.



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PHYSICAL DEMANDS / WEIGHT DEMANDS / WORK ENVIRONMENT					
KEY	Never 0%	Seldom 1-5%	Occasionally 6-33%	Frequently 34-66%	Continuous 67-100%

Physical Demands:	0%	1 - 5%	6 - 33%	34 - 66%	67 - 100%
Sitting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Standing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Talking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Hearing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Seeing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Climbing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling/Crouching	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending/Stooping	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Moving/Transporting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Lifting:	0%	1 - 5%	6 - 33%	34 - 66%	67 - 100%
1-10 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11-20 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21-50 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
51-75 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
76 -100 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
>100 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Carrying:	0%	1 - 5%	6 - 33%	34 - 66%	67 - 100%
1-25 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26-50 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
50+ lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Pushing/ Pulling:	0%	1 - 5%	6 - 33%	34 - 66%	67 - 100%
1-10 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11-20 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21-50 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
51-75 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
76 -100 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
>100 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Conditions:	0%	1 - 5%	6 - 33%	34 - 66%	67 - 100%
Indoor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Outdoor	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H/C Temp.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Loud Noise	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fumes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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I have read and understand the job description for my position. I am able to perform all the essential functions of this position. I agree to comply with City policies and all laws, rules and regulations related to my position.

Employee Date

I have read and reviewed this document with this employee.

Supervisor Date