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| **A picture containing text, clipart  Description automatically generated** | **Administrative Technician (I,II, Senior)**  **v.2021**  **J o b D e s c r i p t i o** n | |
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| **JOB INFORMATION** | |
| *Job Title:* | Administrative Technician (I,II, Senior) |
| *Version Date:* | 7/29/2021 |
| *Department:* | Admin |
| *FLSA Classification:* | Non-exempt |
| **JOB SUMMARY** | |
| The Administrative Technician performs a broad range of tasks in support of the Administrative Services Department for the Town of Berthoud. This position is responsible for many essential customer service functions and reports to the Town Clerk.  This position requires answering phones, greeting customers, drafting correspondence, processing passports, managing records and processing various types of business applications. In performing daily activities, the Administrative Technician must demonstrate sound judgment, initiative, accuracy, and ability to preserve confidentiality of sensitive information. | |
| Essential Functions | |
| *Essential Function* | *The below list is intended to be illustrative of the responsibilities of the position and not all encompassing. The Town may change these duties at any time* |
| * Customer Service - includes assisting the public with a variety of requests and questions; communicating effectively in person, over the telephone, email and in writing | |
| * General Desk Work - includes performing a variety of tasks while seated at a desk including typing, data entry, emailing, filing, creating internal and external correspondence. | |
| * Acceptance and processing of Passport Applications | |
| * Records Archiving and Filing | |
| * Perform all other duties as may be assigned | |
| * Money/payment management | |
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***Additional Functions***

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| *The below list is intended to be illustrative of additional responsibilities of the position and not all encompassing. The Town may change these duties at any time.* | |
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| **QUALIFICATIONS** |
| *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.* |

| **Education** | | | |
| --- | --- | --- | --- |
| *High School/Ged/College/ Etc..* | *Degree / Level Completed* | *Required/ Preferred* |  |
| High School | Diploma or GED | Required |  |
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| Work Experience | | | |
| --- | --- | --- | --- |
| *Years* | *Description* | *Required/ Preferred* | *And/ Or* |
| 2 YRS | * Minimum two years of administrative support, clerical, or customer service experience. | REQUIRED |  |
| 2 YRS | * Two years of administrative support experience with a government organization | PRERRED | AND |
| 2 YRS | * Two years of customer service experience having direct contact with the public, both in person and on the telephone | PREFERRED | OR |
|  | * An equivalent combination | PREFERRED |  |

| Skills |
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| *To perform this job successfully, the individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. The requirements listed below are representative of the knowledge, skill and/or ability required*: |
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| * Ability to operate a multi-line phone system and basic office equipment |
| * Knowledge of business English and spelling; ability to produce quality written documents that demonstrate a professional appearance |
| * Outstanding attention to detail and organizational skills |
| * Ability to understand and follow both written and verbal instructions and to work under both close, general or no supervision, depending upon the nature of the assignment |
| * Knowledge of records management procedures and the ability to accurately file numerically, alphabetically, alpha numerically, or chronologically |
| * Ability to deal tactfully and courteously with members of the public, staff, elected officials and outside agencies |
| * Skilled in reception and telephone etiquette |
| * Flexibility and ability to cross-train in other administrative areas; willingness and the initiative to cover for and assist others in periods of absence or high-volume work activity |
| * Ability to maintain confidentiality when faced with information of a sensitive nature |
| * Knowledge of the Microsoft Office Suite; ability to type accurately at a rate of 50 wpm |
| * Ability to become proficient in other software as needed |
| * Ability to operate a multi-line phone system and basic office equipment |
| * Ability reconcile cash / deposit * Knowledge of 10 key calculator |
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| Licenses and Certifications | | | |
| --- | --- | --- | --- |
| *License/Certification* | *Upon Hire/Time to Acquire* | *Required/ Preferred* | *And/ Or* |
| * Passport Acceptance Agent, or ability to become one | 30 Days | Required | And |
| * Notary Public Commission, or ability to become one | 30 Days | Required | And |
| * Possess a valid, non-probationary Colorado driver's license not subject to restriction related to alcohol and/or drug violations or pending charges | Upon Hire | Required |  |
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| **PHYSICAL DEMANDS/WORKING CONDITIONS** |

| Physical Demands | | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| *Physical Demand* | *NA* | *Rarely* | *Occasionally* | *Frequently* | *Constantly* | *Weight* |
| Reading |  |  |  |  | x |  |
| Carrying |  |  | x |  |  | 50 LBS |
| Climbing Stairs |  |  | x |  |  |  |
| Crouching |  |  | x |  |  |  |
| Grasping |  |  |  | x |  |  |
| Grip |  |  |  | x |  |  |
| Handling |  |  |  | x |  |  |
| Kneeling |  |  | x |  |  |  |
| Pinch |  |  |  |  |  |  |
| Pulling |  |  | x |  |  |  |
| Pushing |  |  | x |  |  |  |
| Lifting |  |  | x |  |  | 50 LBS |
| Reaching |  |  | x |  |  |  |
| Vision |  |  |  |  | x |  |
| Repetitive Motions |  |  | x |  |  |  |
| Sitting |  |  |  |  | x |  |
| Standing |  |  |  | x |  |  |
| Walking |  |  |  | x |  |  |
| Stooping |  |  | x |  |  |  |

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| *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions* |

| Working Environment | | | | | |
| --- | --- | --- | --- | --- | --- |
| *Working Condition* | *NA* | *Rarely* | *Occasionally* | *Frequently* | *Constantly* |
| Extreme cold | X |  |  |  |  |
| Extreme heat | X |  |  |  |  |
| Humidity | X |  |  |  |  |
| Wet | X |  |  |  |  |
| Noise |  |  | X |  |  |
| Hazards | X |  |  |  |  |
| Temperature Change | X |  |  |  |  |
| Atmospheric Conditions | X |  |  |  |  |
| Vibration | X |  |  |  |  |
| Other | X |  |  |  |  |

| TRAVEL REQUIREMENTS | |
| --- | --- |
| *Travel Type* |  |
| NA |  |

| Valid Driver's License Required | |
| --- | --- |
| *Yes/No* | *Drivers License Requiement* |
| Yes | Possess a valid, non-probationary Colorado driver's license not subject to restriction related to alcohol and/or drug violations or pending charges. |

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| *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.* |
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