

RANCHO MURIETA COMMUNITY SERVICES DISTRICT

OFFICE TECHNICIAN

DEPARTMENT: ADMINISTRATION

FLSA OVERTIME STATUS: NON-EXEMPT

BARGAINING UNIT: OPERATING ENGINEERS LOCAL 3

APPROVED BY BOARD OF DIRECTORS – 05/19/2021

SUMMARY: To perform the duties of receptionist/customer service and to perform a wide variety of document preparation, data entry, entry level accounting and general office support involving extensive public contact work; to perform other related work as required.

SUPERVISION: Receives direct supervision from the Accounting Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Serves as receptionist and customer service representative, greets the public and provides information on routine questions and directs complex technical questions or unusual requests to appropriate staff members; takes and relays messages;
- Performs a wide variety of routine office administrative duties to support District operations, including filing, preparing records and basic reports, accounts payable, cashiering duties, processing permits and licenses;
- Monitors and orders office and other related supplies; assists in preparing, processing, and tracking purchase requisitions for services and materials; receives vendor invoices; prepares request for payment for department head approval.
- Screens calls, visitors, and incoming mail; assists public at front counter and directs public to appropriate District staff; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from the public; directs callers to appropriate District staff as necessary;
- Performs entry level cashiering duties; receives money and issues receipts; collects and prepares utility payments for deposit; enters information into utility billing system;
- Works with utility customers; monitors past due invoices and follows up on past due accounts;

- Maintains accurate and detailed records, verifies accuracy of information, researches discrepancies, and records information;
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records and files;
- Prepares, copies, collates, and distributes a variety of documents, including agendas, bid packages, contracts, informational packets, and specifications; ensures proper filing of copies in departmental or central files;
- Composes, types, formats, and proofreads a variety of routine reports, letters, documents, flyers, brochures, calendars, PowerPoint presentations and memoranda; types from rough drafts, verbal instructions; checks drafts for punctuation, spelling, and grammar; suggests corrections;
- Receives, opens, time stamps, sorts, and distributes incoming mail; prepares and distributes outgoing mail;
- Compiles information and data for administrative, statistical, and financial reports; checks data; prepares and assembles reports, manuals, articles, announcements, and other informational materials;
- Maintains and updates departmental record systems; enters and updates information with departmental activity, inventory files, and report summaries; retrieves information from computer application systems as required;
- May coordinate workshops and classes; assists with special event programs; assists in coordinating reservations, scheduling, and use of equipment and facilities.
- Performs other related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

Office Technician is the full working level for office support employees. Incumbents in this class work under minimal supervision in any of the work areas specified in the definition above. They are expected to perform complex tasks. Incumbents will be assigned specific duties according to the District's needs and the individual's ability.

QUALIFICATION REQUIREMENTS:

Knowledgeable in receptionist and telephone techniques, basic accounting concepts, math, filing and recordkeeping procedures, standard office machines, equipment and software. Proper use of English language, spelling, grammar and punctuation.

Ability to meet the public with courtesy and tact. Perform routine office assistance and office support work. Learn office methods, rules and policies. Understand and carry out

oral and written directions. Maintain collaborative and cooperative working relationships with those contacted in the course of the work. Carry out directions independent of close supervision. Operate computer and related accounting and office support software.

EDUCATION AND/OR EXPERIENCE:

Any combination of training and experience providing the required knowledge and ability is qualifying. A typical way to obtain this knowledge and ability would be:

Minimum Education: Equivalent to the completion of the 12th grade;

AND

One (1) year of general office clerical experience.

LICENSE AND/OR CERTIFICATES:

Possession of the category of California Driver's license required by the State Department of Motor Vehicles to perform the essential duties of the position. Continued maintenance of a valid driver's license, insurability and compliance with established District vehicle operation standards are a condition of continuing employment.

PHYSICAL DEMANDS:

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push and pull materials and objects up to 25 pounds with the use of proper equipment.

WORK ENVIRONMENT:

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 on a case-by-case basis to enable individuals with disabilities to perform the essential functions.

Employees work in an office environment with controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. The noise level in the work environment is usually quiet.