

## ADMINISTRATIVE TECHNICIAN

### **BASIC PURPOSE:**

Positions in this job family are assigned duties and responsibilities involving document production and management through a variety of manual or technological processes. This may include preparing correspondence, reports or other documents, maintaining various filing systems, including computer records of various activities, reviewing and processing applications for permits or licenses, assisting agency customers with inquiries or problems concerning an assigned program area, processing various types of claims, requisitions, purchase orders and invoices for payment, and similar duties.

### **TYPICAL FUNCTIONS:**

The functions within this job family will vary by level, but may include the following:

Maintains a variety of record such as perpetual inventories of supplies and materials, and statements of expenditures; reconciles departmental records with central records; prepares correspondence, forms and reports.

Performs a variety of sorting and filing tasks; answers the phone, takes messages, and disseminates information; opens, sorts, distributes, collects, and delivers mail; performs a number of tasks such as posting and recording data.

Produces documents of various levels of complexity, ranging from plain copy typing to the manipulation of data to create complex presentations.

Enters and retrieves information using personal computer or other data processing equipment, and receives and reviews coded and uncoded source documents; proofs previously entered data and makes routine corrections.

Examines, checks, and verifies reports and other documents for completeness, appropriateness, adequacy, and conformity to established requirements, and follows up on discrepancies.

Maintains an inventory of equipment and supplies used in office or shop operations; receives or delivers materials and equipment.

Supervises staff and activities involved in the performance of specialized or technical work, which involves the exercise of independent judgment; develops operational procedures and trains staff.

Reviews and processes claims from vendors, contractors, medical providers and others for reimbursement or payment under various state programs.

Assists customers in securing needed information and documents; conducts interviews to obtain information from clients; provides transportation or other assistance to clients as required.

### **LEVEL DESCRIPTORS:**

The Administrative Technician job family consists of four levels of work which are distinguished by the complexity of job assignments, the extent of responsibility, and specific duties assigned, the level of expertise required for the completion of assigned tasks, and the responsibility for the supervision of others.

#### **Level I:**

**Code: E16A**

**Salary Band: D**

This is the basic level where employees perform only the most routine tasks. Employees will be expected to gain in-depth knowledge of the program or services being offered.

**Knowledge, Skills and Abilities** required at this level include knowledge of office methods and procedures; and of grammar, punctuation, spelling, and basic mathematics. Skill is required to operate office machines including computers/PCs. Ability is required to follow oral and written instructions and to establish and maintain effective working relationships with others.

**Education and Experience** requirements at this level consist of six months of clerical office experience; or an equivalent combination of education and experience, substituting one of the following for the required experience: (a) six months of technical or vocational training course work or high school training in business or office machines; or (b) the completion of 15 semester hours from a college or university.

