

CLASSIFICATION SPECIFICATION FOR
ADMINISTRATIVE TECHNICIAN
ADMINISTRATIVE ANALYST

Class specifications are intended to present a descriptive list of the range of typical duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job, and all duties described are not necessarily performed by all employees in the class.

FLEXIBLY STAFFED SERIES

This is a flexibly staffed series, meaning that incumbents may be promoted by successfully demonstrating the ability to perform competently at the required level and by meeting the qualifications for the next higher class. Promotion to a higher level is not automatic or guaranteed and is subject to management and budget authorization. For more information, refer to the Town's Administrative Policy on Flexibly Staffed Classifications.

POSITION SUMMARY

Incumbents in this series perform a variety of technical administrative and entry-level professional analytical assignments based on the assigned department and related programs, services, and functions. Incumbents perform duties such as analyzing and tracking data, coordinating programs and administering budgets, developing and maintaining complex records systems; assessing compliance with program standards, researching and writing reports; working with community and regional groups, and making presentations.

DISTINGUISHING CHARACTERISTICS

Administrative Technician is the technical classification in the administrative support family that serves as a bridge to the administrative analysis job family. Incumbents perform a range of technical and advanced administrative support duties, as directed by the supervisor. The nature of the work performed involves complex procedures, systems, and records support functions. Considerable latitude can be provided to these employees in searching departmental records, databases, and reports, and determining the manner in which information is organized and presented. Employees may directly support professional staff in the administration of projects and in the coordination of programs.

Administrative Analyst is the journey-level of the administrative analysis job series. Incumbents are responsible for assigned tasks and projects that require the understanding and interpretation of laws, regulations, and policies that relate to assigned departments and areas of study. Employees are expected to apply principles and concepts to work problems and have more developed writing skills. Incumbents typically meet pre-determined timelines but exercise latitude in using appropriate research methods, considering the relevance of internal and environmental factors to assignments, and the applicability of findings and recommendations.

ESSENTIAL FUNCTIONS

Administrative Technician

- Provide administrative support for departmental staff; schedule meetings, make travel arrangements, and prepare agendas and meeting minutes.
- Organize, format, and compile data used for general and departmental use, including statistical record and program activity summaries.
- Review, compare, proofread, and create abstracts for special reports.
- Design forms, and update filing and recordkeeping systems; suggest changes in existing department policies or recommend new administrative procedures to improve efficiency.
- Evaluate applications, logs, and submitted documents for compliance with department procedures; assist in interpreting department requirements to staff and external customers.
- Track and monitor budget actions; assemble, tally, and check balances and changes within designated accounts.
- Proofread and verify data shown in contracts, purchase orders, invoices, and transactions; procure supplies and equipment for assigned departmental unit.
- Investigate complaints related to departmental actions and records; formulates and communicates appropriate responses.
- Prepare reports, memos, letters and other documents from rough draft to final form including proofreading, editing, formatting and revisions.
- Prepare charts, graphs, and presentations using specialized software functions, including the integration of media and digital images.
- Conduct internet and intranet searches, database queries, and literature searches; update departmental websites to provide information to staff and service users.
- Act as liaison with community groups and community-based organizations and agencies; develop and coordinate work of ad-hoc committees and public participation events.
- Assist professional and administrative support staff with various projects, and technical and administrative functions.
- Provide technical and administrative support related to bargaining, disciplines and grievances in accordance with the definition of "Confidential" as provided in the Town's employee-employer resolution.

OTHER FUNCTIONS

- Perform other duties as assigned.

Administrative Analyst

- Plan, organize, and conduct administrative or management surveys and analyses; research required information and draft staff reports and correspondence.
- Coordinate Town programs and services, depending upon departmental assignment; acts as liaison with other agencies and confers with community groups, regional representatives, contractors, vendors, staff, and the general public.
- Analyze alternatives and make recommendations in areas such as Town policies, practices, staffing, facilities, equipment and technology acquisition, operating costs, and other changes to improve services and compliance with regulations and budgeting standards.

- Discuss program findings and alternatives with management staff and prepare administrative or technical reports containing study background, findings, and conclusions.
- Respond to public, commission, and committee requests for information, and researches issues, complaints, or problems that are reported by analyzing laws, regulations, and other statutes, and program history and precedents.
- Administer professional services contracts for departmental programs and services.
- Participate in developing and administering departmental or Town budgets, including researching practices, specifications, and requirements, and determining appropriate funding and expenditure levels.
- Serve as departmental or Town representative or staff liaison to legislative and program committees, commissions, regional bodies, community groups, and task forces; makes staff presentations to these organizations and the Town Council.
- Develop, coordinate, and implement training workshops and briefings; provide training related to specific work practices and programs.
- Coordinate the research, development, and review of grant applications and performance reports.
- Provide analytical support related to bargaining, disciplines and grievances in accordance with the definition of “Confidential” as provided in the Town’s employee-employer resolution.

OTHER FUNCTIONS

- Perform other duties as assigned.

TOOLS AND TECHNOLOGY USED

The following are examples of tools and technology used to perform typical duties; this list is not exhaustive.

- Computers, including desktops and laptops
- Personal digital assistants (PDA) or electronic organizers
- Scanners and copiers
- Compliance software such as Accela PERMITS Plus
- Databases such as Access or SQL queries
- Desktop publishing software
- Multiline telephone systems and conference equipment
- Financial software such as a Financial Management System for processing requisitions and generating reports
- Email
- Office Suite software such as Microsoft Office, Word, Excel, Power Point

MINIMUM QUALIFICATIONS:

Administrative Technician: Three years of complex and varied administrative and technical support experience is required. College-level coursework or technical training or certification is highly desirable.

Administrative Analyst: Two years of analytical and professional experience involving analysis, report preparation, and administrative or operational support. A Bachelor's degree from an accredited four-year college or university with a major in Public Administration, Business Administration, or a related field; or equivalent combination of education and experience. Project management, government background and a Master's degree in public administration is preferred, but not required.

Knowledge, Skills, and Abilities

Knowledge of:

- Principles and practices of local governmental services and administration;
- Town policies and practices related to the business functions of the department;
- Pertinent State and federal Laws and regulations, and local codes, policies, and standards related to assignments and projects;
- Principles and practices of budget and program administration;
- Office methods, procedures, software, and equipment applications;
- Research methods and report writing techniques;
- Statistical methods and mathematical computations using software applications;
- Administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and understanding other office procedures and terminology;
- Structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar;
- Principles and processes for providing customer services;
- Effective public relations techniques.

Skill in:

- Establishing and maintaining effective working relationships with a variety of people including department managers, elected officials, employees, the public and volunteers, and consultants, contractors, vendors, and other public and private parties.
- Effective written and oral communication, including public speaking;
- Analyzing problems, evaluating options, and making sound recommendations;
- Working effectively as part of a group;
- Prioritizing assignments/workload and responding to deadlines.

Ability to:

- Research practices, study factors, infer trends and relationships, and draw conclusions using analytical methods;
- Evaluate the effectiveness of work programs, policies, and procedures, and make recommendations for improvement;
- Provide information to supervisors, co-workers, and others by telephone, in written form, email or in person;
- Use computers and computer systems;
- Perform day-to-day administrative tasks such as maintaining paper and electronic files;
- Gather information by observing, receiving, and filtering various sources;
- Develop and maintain constructive and cooperative working relationships with others;
- Represent the organization to various community groups, legislative and ad-hoc committees, and regional organizations;
- Plan, organize, and prioritize work;
- Enter, transcribe, record, store and maintain information in written and electronic form;
- Deal directly with the public, including receiving and assisting visitors.

WORKING CONDITIONS / PHYSICAL REQUIREMENTS

Employees must be able to maintain physical condition necessary for sitting for prolonged periods of time; repetitively use fingers and/or wrists while twisting or applying pressure; reach with hands and arms above and below shoulder level; maintain concentration and the capability to make sound decisions; maintain effective audio/visual discrimination and perception to the degree necessary for the successful completion of assigned duties. Employees occasionally lift and carry records and documents that typically weigh less than 25 pounds.

Sensory demands include the ability to see, talk, and hear.

WORK ENVIRONMENT: Employees work indoors in a computerized office environment, in direct contact with other Town personnel and the public.

Representation: <ul style="list-style-type: none">• Administrative Technician – Confidential• Administrative Analyst- Confidential (see Employer-Employee Resolution for definition of “Confidential”)	EEOC Category: Administrative Technician: Administrative Administrative Analyst: Professional	FLSA: Administrative Technician: Non-Exempt Administrative Analyst: Non-Exempt
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SPECIAL REQUIREMENTS

Depending upon the position assignment, may require a valid Class C California driver’s license, acceptable driving record, and proof of insurance in compliance with the Town’s Vehicle Insurance Policy standards.

In accordance with California Government Code Section 3100, Town of Los Gatos employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.