



**SEPTEMBER 2014  
FLSA: NON-EXEMPT**

## **ADMINISTRATIVE SERVICES TECHNICIAN I/II**

### **DEFINITION**

Under general supervision, performs a variety of complex financial record keeping and specialized duties involved in the processing and preparation of employee recruitment and benefits programs, payroll, risk management, accounts payable, accounts receivable and routine accounting.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives direct or general supervision from the Finance and Human Resources Director. Exercises no direct supervision over staff.

### **CLASS CHARACTERISTICS**

Administrative Technician I: Incumbents assigned to this class are expected to perform the full range of journey level duties, possess technical and/or functional expertise and perform specialized duties in a highly independent manner in one or more of the following financial and/or human resources areas: cash, billing, payroll, accounts receivable and/or accounts payable, recruitments, benefits administration, classification and compensation, in addition to performing a variety of record keeping, reconciliation and report preparation activities.

Administrative Technician II: Incumbents assigned to this class are expected to perform the full range of journey level duties, possess technical and/or functional expertise and perform specialized duties in a highly independent manner in all of the following financial and/or human resources areas: cash, billing, payroll, accounts receivable and/or accounts payable, recruitments, benefits administration, classification and compensation, in addition to performing a variety of record keeping, reconciliation and report preparation activities.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS** (Illustrative Only)

*Management reserves the rights to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Provides a high level of customer service to both external and internal customers; provides information to City staff, other organizations, and the public, requiring the use of judgment and the interpretation of complex policies, rules, procedures, and ordinances.
- Coordinates the citywide recruitment process preparing job announcements, placing advertisements, assists with the preparation of materials for oral interviews and notifies candidates at each step of the selection process.

- Administers the city's benefit programs including health, dental, life and PERS insurance forms, COBRA enrollment forms, EDD claims for unemployment; acts as liaison with benefit providers to supply information and solve problems.
- Conducts surveys regarding organization, salaries, benefits, policies and procedures.
- Updates all Memoranda of Understanding and Employment Resolutions as required.
- Processes workers compensation claims, works with the third-party administrator regarding payment and management of such claims.
- Processes documents for terminations, resignations, promotions, and retirements.
- Collects, compiles, and prepares data on a variety of subjects including human resources.
- Conducts and coordinates orientations for newly hired employees, and explains rules and coverage to employees.
- Applies Federal, State, and local laws and regulations concerning human resources programs.
- Maintains employee handbooks and human resources policies and procedures, under the direction of supervisory and management staff.
- May attend labor management meetings with management staff and provides information as requested.
- Receives and reviews payroll records ensuring compliance with City policies, procedures, and regulations; enters payroll into system as assigned; processes, calculates, and posts a variety of payroll actions including wage garnishments, benefits withholding, overtime hours, and workers' compensation claims; prepare, balance, and correct payroll reports.
- Prepares payroll and all related payroll reports including tax deposit, quarterly reports, and W-2's; balances and prepares payroll taxes for State and Federal quarterly and annual returns.
- Maintains a variety of reports regarding revenue received for each departmental or city wide program, prepares periodic and special reports regarding program revenue and operating costs.
- Updates property tax records annually for submission to Alameda County.
- Maintains expenditure and budgetary control accounts in the general ledger; prepares and posts journal entries; prepares and reconciles trial balances.
- Reviews accounting and financial documents to ensure accuracy of information; examines supporting documentation to establish proper authorization and conformance with contracts and other agreements, policies, regulations and standard accounting practice.
- Prepares audit schedules, gathers information and assists the external auditors with the annual city audit.
- Inputs invoice and payment information into the computer; produces and distributes checks and prepares reports regarding accounts payable.
- Reviews and reconciles bank records from multiple accounts; prepares appropriate journal and general ledger entries.
- Assists with the city budget process, including the development of annual operating and capital improvement budgets; monitors and reports expenditures.
- Operates standard office equipment, including computers.

## **QUALIFICATIONS**

### **Knowledge of:**

- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Basic principles and practices of the financial and human resources function in a public agency setting.

- Policies and procedures related to recruitment, selection, classification, compensation, and benefits administration.
- Computerized finance systems and computer software and systems related to payroll processes.
- Methods, techniques, and practices of data collection and report writing.
- Business letter writing and standard writing practices for correspondence.
- Modern office practices, methods, computer equipment, and computer applications related to work, including word processing and spreadsheet software.
- Principles and practices of auditing payroll and/or disbursements.
- Principles and procedures of record keeping and reporting.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

**Ability to:**

- Assist in developing and implementing systems, procedures, work standards and internal controls.
- Maintain accurate financial and personnel records and preparing clear and accurate reports for informational, auditing and operational use.
- Perform detailed accounting, financial and human resources office support work accurately and in a timely manner.
- Respond to and effectively prioritizing multiple phone calls and other requests for service.
- Interpret, apply and explain policies and procedures.
- Compose correspondence and reports independently or from brief instructions.
- Establish, maintain and research files.
- Make accurate arithmetic, financial and statistical computations.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Organize own work, set priorities, and meet critical time deadlines.
- Maintain confidentiality of sensitive personal information of applicants, employees, former employees, and other matters affecting employee relations.
- Establish and maintain effective working relationships with those contacted in the course of the work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to graduation from a two year college or university with coursework in accounting, finance, human resources, business administration, or a closely related field.

Administrative Technician I: Three (3) years of experience in an accounting or human resources capacity.

Administrative Technician II: Five (5) years of experience in both an accounting and human resources capacity.

**Licenses and Certifications:**

- Possession of a valid California class C driver's license and a satisfactory driving record.

**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. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, 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.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with challenging staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

**WORKING CONDITIONS**

Must pass a comprehensive background check.