

SENIOR OFFICE TECHNICIAN

DEFINITION

Under general supervision, performs a variety of moderately to highly complex clerical duties requiring a working knowledge of specialized subject matter and specialized clerical functions and exercises more independent judgment and initiative as compared to an Office Technician.

TYPICAL DUTIES

- Composes, prepares, and edits a variety of routine letters, memos, and forms, typically using computer software.
- Compiles, interprets, and codes data from various sources; enters data into a computer database utilizing computer systems and programs for functions such as procurement, finance, student attendance, and personnel; and prepares related reports.
- Initiates and maintains liaison with others to provide and/or request information and responds to employee/public inquiries by telephone and in person.
- Researches, compiles, and maintains information and data for statistical and/or financial reports; checks and tabulates statistical data; and reviews incoming and outgoing data for accuracy, completeness, and quality.
- Checks forms and records for completeness, consistency, and accuracy.
- Organizes and maintains files, records, cross-reference systems, and other information.
- Orders, receives, and distributes office supplies and equipment.
- Assesses whether office computer problems appear to be software or hardware related and promptly reports problem and location to the ITD Helpdesk.
- Operates a variety of office equipment, e.g., computers, printers, copiers, calculators, typewriters, microfilm machines, facsimile machines, etc.
- May prepare, modify, and update simple spreadsheets.
- May prepare employee time reports and maintain routine bookkeeping and payroll records.
- May train and provide functional supervision over a small group of employees and/or student workers.
- Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

A Senior Office Technician performs a variety of moderately to highly complex clerical duties that require strong independence of judgment and action. The duties typically require extensive contacts with others and responsibility for specific functions of an office and may include work direction of a small group of personnel.

An Office Technician performs a variety of clerical duties ranging from entry level to those requiring the exercise of judgment based on training and experience.

SUPERVISION

General supervision is received from a higher-level employee. Work direction may be exercised over lower-level clerical staff and student workers.

CLASS QUALIFICATIONS

Knowledge of:

- English composition
- Basic arithmetic
- Office practices and procedures
- Operation of various office machines
- Microsoft Office, Word and Outlook
- Web browsing techniques
- Appropriate techniques used in providing information in person and on the telephone

Ability to:

- Understand, interpret, and apply pertinent laws, rules, regulations, and procedures
- Assign, review, and monitor staff work
- Write legibly
- Organize files and keep accurate records
- Work effectively with employees, students, and the public
- Use a personal computer to input, edit, extract, and format data and information
- Produce, retrieve, and store word-processing, email documents, and spreadsheets
- Communicate effectively orally and in writing
- Type rapidly and accurately using a computer keyboard

ENTRANCE QUALIFICATIONS

Education:

Graduation from high school or evidence of equivalent educational proficiency. An Associate of Arts degree from a recognized two year college or 60 semester or equivalent quarter units from an recognized college or university is preferred. Courses in Microsoft Office, office practices and procedures, business arithmetic, and business English are preferred.

Experience:

One year of experience in performing clerical work that included using a computer keyboard and record-keeping responsibilities.

Special:

Some positions require a valid California Driver License and use of an automobile.

All employees are subject to fingerprinting and a review of conviction records. Appointment to a position in the School Police Department, Early Education Centers, and the Certificated/Classified Employee Processing Unit is subject to additional fingerprinting, a more extensive review of conviction records, and/or a background investigation.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Requirements are representative of the minimum level of knowledge, skill, and/or abilities. Management retains the discretion to add or change typical duties of a position at any time.

Revised
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