

JOB DESCRIPTION

Administrative Technician – Customer Service

- Performs related duties as required or assigned.

MINIMUM QUALIFICATIONS:

Education and Experience:

High school diploma or equivalent and two years of advanced staff support experience or an equivalent combination of education, training and experience.

Required Licenses or Certifications:

- May require possession of a valid driver's license.

Required Knowledge of:

- Bookkeeping and basic Accounting.
- Modern office procedures, practices and equipment.
- Uses and applications of personal computers and various software applications.

Required Ability to:

- Develop and maintain effective working relationships with Town staff, external organizations, other public jurisdictions and the general public.
- Provide excellent customer service.
- Establish and maintain various manual and automated records and filing systems.
- Make decisions, maintain composure and work effectively under stressful conditions.
- Analyze, appraise and organize facts and present material in a concise and logical manner.
- Communicate effectively, both orally and in writing.
- Assess and prioritize multiple tasks, projects and demands.
- Operate a personal computer utilizing a variety of business software.
- Maintain strict confidentiality.

Physical Demands / Work Environment:

- Work is performed indoors in a traditional office environment. May be required to perform a full range of motion with lifting and/or carrying supplies, materials, equipment and/or items weighing up to 20 pounds.

Core Values: Integrity, Teamwork, Respectful, Communication, Service, Leadership, Innovation

Classification	Adopted	Revised	Retitled	Class Code / Range	FLS Designation	Step
D&R updated	10/2018	9/2018				

APPROVED: Human Resources

DATE: 10/10/2018