

**PUBLIC SERVICES TECHNICIAN**

Salary Range: 22 (Public Service Employees)

**DEFINITION**

Under general supervision, performs a wide variety of complex and confidential administrative, program, special project, and analytical support activities for the Public Services Department; provides technical assistance to the Director of Public Services; conducts comprehensive analyses in the development, administration and implementation of Department programs; manages, plans and conducts special projects and studies from inception to implementation, and performs related administrative support duties; fosters cooperative working relationships and acts as liaison to other City departments and various community, public and regulatory agencies; and performs related work as required.

**DISTINGUISHING CHARACTERISTICS**

This position provides a high level of administrative support to the Director of Public Services. Responsibilities include assisting with developing, modifying and implementing policies and procedures for a variety of programs; contract administration; interpretation and application of policies, procedures and regulations; and frequent outside contact. Incumbents facilitate and support the work of the Director of Public Services by conducting day-to-day administrative support activities, and by providing a resource for organizational, managerial and operational analyses and studies. This class is distinguished from other office support and administrative classes in that it performs at a more highly complex technical, confidential, administrative and programmatic level and is responsible for special projects.

**SUPERVISION RECEIVED AND EXERCISED**

This position reports to the Director of Public Services, and may exercise project direction over assigned staff.

**EXAMPLES OF DUTIES, KNOWLEDGE, AND ABILITIES**

Duties may include, but are not limited to the following:

- Performs a wide variety of complex, responsible, and confidential secretarial and administrative duties for the Director of Public Services, including providing analytical support.
- Makes recommendations regarding the development and implementation of key departmental goals, objectives, policies, procedures, and special projects related to the functions of the department.
- Conducts administrative projects; researches and compiles background and technical information via various resources and media; prepares independent draft reports and documentation; maintains records and files regarding department administrative activities.
- Conducts a variety of analytical and operational studies regarding departmental and programmatic activities; evaluates alternatives, makes recommendations and assists with the implementation of procedural, administrative and/or operational changes after approval

- Prepares department-specific resolutions, contracts, request for proposal, exhibits, notices of completion, and various reports for submission to the City Council.
- Participates and assists in the administration of a department budget; prepares budget reports, compiles annual budget requests, and recommends expenditure requests for designated accounts.
- Provides a wide variety of administrative and secretarial support and assistance to the Director; assists in preparation of routine correspondence and annual reports; gathers and analyzes data; provides technical assistance; and manages special projects.
- Develops, modifies, and updates the Department's web page content; creates and designs informational materials, brochures, and other documents to educate the public about departmental programs and efforts.
- Screens calls, visitors and mail; responds to moderately complex requests for information.
- Independently responds to letters and general correspondence not requiring the attention of the Director.
- Coordinates and makes travel arrangements; maintains appointment schedules and calendars; arranges meetings and conferences; plans special events.
- Orders and purchases supplies for the Department.
- Performs clerical duties related to department activities such as typing, filing and distributing mail.
- Receives and responds to inquiries and complaints from the public; interprets and explains City and Department policies, rules, and regulations in response to inquiries; refers inquiries and escalates complaints to the Director, as necessary.
- Initiates and maintains a variety of files and records.

### **EMPLOYMENT STANDARDS**

#### **Knowledge of:**

- Principles, practices, and methods of project management, analytical processes, and report preparation techniques
- Organization and function of public agencies, including the role of an elected City Council and appointed boards and commissions
- Applicable codes, regulations, policies, technical processes and procedures related to the department to which assigned
- Basic principles and practices of public administration as applied to operational unit and program administration
- Standard office administrative and secretarial practices and procedures, including the use of standard office equipment
- Business letter writing and the standard format for reports and correspondence
- Computer applications related to the work, including word processing, web design, database, and spreadsheet applications
- Records management principles and practices
- Business arithmetic and basic statistical techniques
- English usage, grammar, spelling, vocabulary, and punctuation

- Techniques for dealing effectively with the public, vendors, contractors and City staff, in person and over the telephone
- 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, modifying and implementing goals, objectives, practices, policies, procedures, work standards
- Manage, plan, and conduct effective administrative programs, special projects, and research studies
- Provide a wide range of complex secretarial and office administrative work requiring the use of independent judgment, confidentiality, tact, and discretion
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities
- Interpret, apply, and explain applicable Federal, State and local policies, procedures, laws and regulations related to designated program areas
- Analyze and resolve office administrative and procedural concerns
- Perform research and prepare reports and recommendations
- Compose correspondence and other documents independently or from brief instructions
- Respond to and effectively prioritize multiple phone calls, walk-up traffic and other requests/interruptions
- Compile and maintain complex and extensive records and prepare reports
- Make sound, independent decisions within established policy and procedural guidelines
- Organize work, coordinate projects, set priorities, meet critical time deadlines, and follow-up on assignments with minimal direction
- Operate modern office equipment including computer equipment and software programs
- 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
- Establish, maintain, and foster effective working relationships with those contacted in the course of the work
- Meet the physical requirements necessary to safely and effectively perform the assigned duties

**Minimum Qualifications:**

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

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade supplemented by a minimum of 18 units of technical or college-level courses in business administration, project management or a related field, and six (6) years of increasingly responsible administrative, analytical and special projects experience involving frequent public contact.

**OR:**

A Bachelor's degree from an accredited college or university in business administration, public administration, project management, or a closely related field, and at least two (2) years of administrative, analytical, and special projects work experience involving frequent public contact.

**GENERAL QUALIFICATIONS**

**License Requirements:**

A valid California Class C driver license or higher is required at the time of appointment, including a satisfactory driving record. Individuals who do not meet this requirement due to disability will be reviewed on a case-by-case basis.

**Physical Requirements:**

Incumbents appointed to this class must physically be able to perform the duties of this position including the mobility to work in a standard office environment and be subjected to moderate noise levels; use standard office equipment and attend off-site meetings; intermittently sit at a desk for long periods of time; walk, stand, bend, squat, twist and reach while performing duties; lift light to moderate weights up to 20 pounds; manual dexterity to use standard office equipment and supplies and operate a keyboard; manipulate single sheets of paper and large document holders (binders, manuals, etc.); vision to read handwritten and printed materials and a computer screen; hearing and speech to communicate in person and over the telephone or radio.

**FLSA: Non-Exempt**

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents may be required to follow any other instructions and to perform any other related duties as may be required by their supervisor.