



PUBLIC SERVICES BUSINESS TECHNICIAN

DEFINITION

Under general supervision, performs a wide variety of administrative and business service duties within the Public Services Department including administrative, program/special project support, financial/budget activities, and technology systems within the Public Services Department. Coordinates division/department activities with other City divisions and/or departments and may provide highly responsible technical support to the Public Services Director; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. May provide technical and functional direction to lower level clerical staff.

CLASS CHARACTERISTICS

This is a journey-level paraprofessional classification and provides the full range of administrative support to the Public Services Department including analytical, budgetary, fiscal, and supervisory responsibilities. Incumbents are expected to perform the full range of duties as assigned, working independently, and exercising judgment and initiative. Incumbents at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

ESSENTIAL DUTIES

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

- Participates in budget preparation and administration; prepares cost estimates for budget recommendations; submits justifications for staff, equipment, and supplies; monitors and controls expenditures.
- Performs a wide variety of complex, responsible secretarial and administrative duties for the Public Services Department, including providing analytical support.
- Prepares department-specific bid documents, consultant agreements, resolutions, contracts, requests for proposal, exhibits, notices of completion, and various reports for submission to the City Council.
- Develops, revises and implements Public Services business and strategic plans; prepares and administers grants.
- Conducts administrative projects; researches and compiles background and technical information via various resources and media; prepares independent reports and documentation; maintains records and files regarding department administrative activities.
- Assists in planning and developing the work of staff involved in technical and professional administrative activities, including budget monitoring and control, customer service

activities, rate design and analysis, and contract administration. May participate in the selection of staff; assists in coordinating staff training.

- Assists in implementing department goals and objectives; assists in establishing performance standards and methods for activities and operations related to the conduct of administrative, financial, and technology related functions within the Public Services Department; assists in developing and implementing policies and procedures.
- Oversees and coordinates financial and technology systems and activities within the department; creates and oversees contracts and agreements.
- Coordinates department administrative and business services activities with other City departments and outside agencies.
- Participates in and manages a variety of special projects; collects and analyzes quantitative and qualitative data; prepares and presents findings and recommendations.
- Responds to inquiries and provides information to the public; investigates complaints and recommends corrective action as necessary to resolve complaints.
- Builds and maintains positive working relationships with co-workers, other City employees, and the public using principles of good customer service.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Department policies and procedures.
- Principles and practices of public sector finance, budgeting, and accounting.
- Basic budget preparation and monitoring, cash control and related accounting practices.
- Pertinent local, State, federal rules, regulations and laws related to areas of assignment.
- Administrative principles and methods, including goal setting, program and budget development and implementation, personnel management and supervision.
- Principles and practices of research methods, and statistical analysis.
- Program and project management methods and techniques, including development objectives, budgetary methods and procedures, program and project monitoring and evaluation methods.
- Methods and techniques of public, community and business marketing relation and outreach.
- Modern office practices, methods and equipment, including personal computer hardware and software.
- Principles and practices of work safety.
- Techniques for providing a high level of customer service.

Ability to:

- Organize and implement Public Services business operations and activities.
- Develop and coordinate effective systems, programs, policies, and procedures; recognize needs, analyze problems, develop and evaluate options, make sound recommendations and initiate actions in order to develop more efficient systems, policies, and procedures or resolve problems within established guidelines.
- Assist in the development and monitoring of assigned program budgets.

- Interpret and explain pertinent departmental and City policies and procedures.
- Communicate clearly and concisely, both orally and in writing with City personnel, other agencies, and the public.
- Organize work, set priorities, and meet critical time deadlines.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural and legal guidelines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster effective working relationships with those contacted in the course of work.
- Meet the physical requirements necessary to safely and effectively perform the assigned duties.

Education and Experience

A combination of education and experience which would provide the required knowledge and abilities is qualifying. Note: education may not fully substitute for the required experience unless expressly stated herein.

One year of full-time experience working for the City of Rocklin as a Public Services Technician;

OR

Equivalent to the completion of the twelfth (12th) grade and five (5) years of increasingly responsible experience in administration, municipal finance, business services, or a related field;

OR

Equivalent to an Associate's degree with major emphasis in business or public administration, financial management, accounting or a related field, and at least three (3) years of increasingly responsible experience in administration, municipal finance, business services, or a related field;

OR

Equivalent to a bachelor's degree with major coursework in business or public administration, financial management, accounting, or a related field; and, at least two (2) years of increasingly responsible experience in administration, municipal finance, business services, or a related field.

Licenses and Certifications

- Possession of, or ability to obtain and maintain, a valid California Class C Driver License and a satisfactory driving record is required. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; the ability to operate a motor vehicle to visit various City sites and attend off-site meetings; vision to read printed material and view a computer screen; hearing and speech to communicate in person, before groups, and over the telephone; finger dexterity to operate standard office equipment and access, enter, and retrieve data using a computer keyboard and calculator; the ability to bend, stoop, kneel, reach, and push and pull drawers open and closed to retrieve and file information; and occasionally lift, carry, push, and pull materials and objects up to 20 pounds to perform the required job functions. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

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 upset individuals in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Employees may be required to work evenings, weekends, and holidays, as well as participate in afterhours on-call assignments.

All City of Rocklin employees are designated as Emergency Service Workers during a proclaimed emergency and may be required to perform certain emergency services at the direction of the department and/or City.

This class specification should not be construed to imply that these requirements are the exclusive standards of each position as not all duties are necessarily performed by each incumbent.

Adopted	July 2013
Revised	September 2022
FLSA	Non-Exempt
Salary Schedule	AFSCME/Range 27