

JULY 2013

City of Rocklin

PUBLIC SERVICES BUSINESS TECHNICIAN
Salary Range: 27 (Public Service Employees)

DEFINITION

Under minimal supervision plans, organizes, and directs administrative and business service activities within the Public Services Department. This includes confidential, administrative, program/special project, financial/budget activities, and technology systems within the Public Services Department. Coordinates division/department activities with other City divisions and/or departments and provides highly responsible technical support to the Public Services Director.

DISTINGUISHING CHARACTERISTICS

This is the supervisory level class in the Public Services Technician series and provides the full range of administrative support to the Public Services Department including analytical, budgetary, fiscal, and supervisory responsibilities. Incumbents are expected to carry out the full realm of duties under minimal supervision. This position is distinguished from the Public Services Technician in that the latter is responsible for supervising staff and directing the overall administrative and business activities within the Public Services Department.

SUPERVISION RECEIVED AND EXERCISED

The incumbent reports to the Public Services Director, and exercises direct supervision over assigned professional, technical and administrative support personnel.

EXAMPLES OF DUTIES, KNOWLEDGE, AND ABILITIES

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, and confidential secretarial and administrative duties for the Director of Public Services, 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.
- Participates in the selection of staff; coordinates staff training; recommends personnel actions.
- Develops, revises and implements Public Services business and strategic plans; prepares and administers grants.

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- 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.
- Plans, develops and supervises 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.
- Implements goals and objectives; establishes performance standards and methods for activities and operations related to the conduct of administrative, financial, and technology related functions within the Public Services Department; develops and implements 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.

EMPLOYMENT STANDARDS

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 employee supervision, including work planning, assignment review and evaluation, discipline, and training
- 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

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- Modern office practices, methods and equipment, including personal computer hardware and software
- Principles and practices of supervision, training and performance evaluation
- Principles and practices of work safety
- Techniques for providing a high level of customer service

Ability to:

- Plan, organize, supervise, and evaluate the activities assigned staff
- Select, train, motivate and evaluate staff
- Organize, implement, and direct 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
- Train, supervise, and evaluate assigned staff
- Meet the physical requirements necessary to safely and effectively perform the assigned duties

MINIMUM QUALIFICATIONS:

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:

- 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, including two years of lead responsibilities;

OR

- An equivalent to an Associate's degree with major emphasis in recreation administration, business or public administration, financial management,

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accounting or a related field, and at least three (3) years of work experience in recreation or closely related program;

OR

- Equivalent to graduation* from an accredited four-year college or university with major coursework in recreation administration, business or public administration, financial management, accounting, or a related field; and, at least two (2) years of work experience in recreation or closely related program.

GENERAL QUALIFICATIONS

License Requirements:

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

Physical Requirements:

Must possess mobility to work in a standard office and/or recreational facility setting and use standard office and/or recreation equipment, including a computer; ability to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone; finger dexterity for simple grasping, fine manipulation and the ability to access, enter and retrieve data using a computer keyboard or calculator and to operate standard office equipment; simple grasping and fine manipulation; frequently bend, stoop, kneel, reach, climb, and walk on uneven surfaces to participate in recreational activities; push and pull drawers open and closed to retrieve and file information; occasionally lift, move, and carry objects that typically weigh up to 40 pounds.

Working Conditions:

Incumbents appointed to this class work primarily in an office and/or recreational facilities environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances; may be exposed to inclement weather conditions while performing some outdoors duties; may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. May be required to work on evenings, weekends and holidays.

FLSA: E

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.