

## Class Title: Support Technician

### **BRIEF DESCRIPTION OF THE CLASSIFICATION:**

Performs financial and clerical duties. Analyzes and interprets financial data. Answers telephone inquiries, maintains and updates records and prepares reports. Processes and coordinates contracts. Maintains payroll, leave, and benefit records. Assists in maintaining work management system. Provides information and assistance as needed.

### **ESSENTIAL FUNCTIONS:**

*This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.*

Physical Strength Code		ESSENTIAL FUNCTIONS
1	S	Performs financial duties by maintaining and entering contracts into log, tracking overdue contracts and logging deposits, matching checks with invoices, matching invoices to requisitions, processing payments, contacting vendors regarding invoices or credits, processing transactions and billings, processing time sheets and payroll, verifying payments received, and recording account transactions.
2	S	Performs clerical duties by greeting visitors, scheduling appointments and meetings, coordinating travel arrangements, maintaining and retrieving files, distributing calendars and work schedules, maintaining and ordering office supplies, notifying other agencies of information, answering and directing phone calls and resolving issues, entering data into the computer, issuing petty cash, researching contracts and work orders, processing various plans, keeping various logs of information, preparing various reports, maintaining databases, dispatching work orders and information by radio, entering work orders into the system, preparing correspondence and reports, picking up and delivering documents, typing legal correspondence and documents, researching documents as requested, processing incoming mail, processing paperwork, and completing paperwork.
3	S	Performs personnel duties by helping employees file claims, following up on their progress, contacting insurance companies, preparing payroll, tracking shift differentials, maintaining leave records, enrolling employees in benefits, submitting information, assisting with recruitment, coordinating training sessions and resolving employment related issues.
4	S	Answers and directs telephone inquiries, enters data into payroll system, conducts research as requested. Processes paperwork, maintains files, type's documents and correspondence, compiles reports, sorts and distributes mail, orders office supplies. Maintains payroll, leave and benefits records.
4	S	Provides clerical support for emergency storm clean-up teams.

CSC Adopted: October 2001, CSC Revised: May 2014; August 2019

**CLASS REQUIREMENTS:**

<b>CLASS REQUIREMENTS</b>	
Formal Education / Knowledge	Work requires knowledge necessary to understand basic operational, technical, or office processes. Level of knowledge equivalent to four years of high school or equivalency.
Experience	One year of general office work experience. A bachelor’s degree or above may substitute work experience (as approved by the department).
Certifications and Other Requirements	N/A
Reading	Work requires the ability to read reports, instructions, and correspondence.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.
Writing	Work requires the ability to write correspondence and reports.
Managerial	N/A
Budget Responsibility	N/A
Supervisory / Organizational Control	Job has no responsibility for the direction or supervision of others. Work requires team involvement and development
Complexity	Work involves choices of action within limits set by standard practices and procedures. Professional judgment is required to apply the proper course of action.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision-making authority for purchases or projects.

CSC Adopted: October 2001, CSC Revised: May 2014; August 2019

**OVERALL PHYSICAL STRENGTH DEMANDS:**

Sedentary	X	Light	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time		L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

**PHYSICAL DEMANDS:**

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
--	--	--	--	----------------------------

*This is a description of the way the job is currently performed; it does not address the potential for accommodation.*

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	O	Office equipment, filing
Sitting	C	Computer, desk work
Walking	O	To/from office equipment
Lifting	O	Materials, chairs, tables
Carrying	O	Materials, chairs, tables
Pushing/Pulling	O	Chairs, boxes, file cabinet drawers
Reaching	F	Retrieving manuals, files
Handling	F	Materials, chairs, tables, boxes, manuals
Fine Dexterity	C	Computer keyboard, telephone keypad
Kneeling	O	Retrieving files
Crouching	N	
Crawling	N	
Bending	O	Retrieving files
Twisting	N	
Climbing	N	
Balancing	N	
Vision	C	Computer, desk work, filing, reading
Hearing	C	Staff, supervisor, public, telephone
Talking	F	Staff, supervisor, public, telephone
Foot Controls	N	
Other (specify)	N	

CSC Adopted: October 2001, CSC Revised: May 2014; August 2019

**MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:**

Typewriter, adding machine, fax machine, copy machine, telephone, computer, Standard Microsoft Windows and Office software

**ENVIRONMENTAL FACTORS:**

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
-----------	----------------------------	-----------------------------	----------------	-----------

HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	S	Dirt and Dust	D
Chemical Hazards	S	Extreme Temperatures	D
Electrical Hazards	S	Noise and Vibration	D
Fire Hazards	S	Fumes and Odors	M
Explosives	S	Wetness/Humidity	D
Communicable Diseases	S	Darkness or Poor Lighting	S
Physical Danger or Abuse	S		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	--

- (1)
- (2)

**PROTECTIVE EQUIPMENT REQUIRED:**

None

**NON-PHYSICAL DEMANDS:**

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
--	--	--	--	----------------------------

NON-PHYSICAL DEMANDS	
Time Pressures	O
Emergency Situations	R
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	O
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	R
Other (see 3 below)	N

- (3)