

Position Title: Administrative Technician II/City Utilities

Department: Utilities

Division: ADMINISTRATION (W&L)

FLSA Status: Non-Exempt

Union Code/Affiliation: Unrepresented

Starting Salary: \$18.23 - \$22.43/hr (Minimum to Midpoint); Commensurate w/Training and Experience

Job Code: 01004

Application Deadline: 01/08/2024

Number of Positions Available: 1

Hours:

8 a.m. -5 p.m.; Monday-Friday

Special Instructions to Applicants:

This position serves as a loan administrator for energy efficiency loans; schedules energy assessments; processes rebates; answers customer questions and concerns; and provides support for the Utility Services division of the Utilities Department.

Job Description (This job description/posting in no way states or implies that these are the only duties to be performed by the employee occupying this position.)

Provide administrative support to assigned City department, including clerical, receptionist, customer service, and financial administration duties.

Essential Functions:

- Act as receptionist to assigned department, answering inquiries over the phone and in-person and directing customers.
- Provide financial administrative support for the department by processing requisitions, producing regular reports, entering data and completing and updating related documents.
- Perform clerical tasks such as scheduling meetings and inspections, taking minutes, and corresponding with internal and external customers.
- Utilize department specific software and devices to perform assigned work.
- Provide customer notifications as required.
- Designated essential position in Water Distribution.

Education and Experience (An equivalent combination of education, training & experience will be considered):

- High school diploma or equivalent; post-secondary coursework in business administration or similar field preferred.

Three years of clerical experience.

- Must possess and maintain a valid driver's license for positions assigned to Water Distribution.

Knowledge, Skills & Abilities:

- Knowledge of Microsoft Office programs (Word, Excel, PowerPoint) and basic office equipment/machines.
- Proficient with computers and ability to use department specific software/programs.
- Ability to work cooperatively with other employees and all customer contacts.
- Effective oral and written communication skills.
- Ability to draft department publications and correspondence.
- Strong interpersonal skills in order to provide excellent customer service.
- Ability to perform basic math calculations for the purpose of processing payments, reconciling statements, ordering supplies, etc.
- Ability to effectively organize and prioritize work as well as concentrate on multiple tasks simultaneously.
- Ability to prepare and keep accurate records and reports.
- Ability to work under general supervision and make responsible decisions.
- Ability to use good judgment and think quickly and rationally in difficult or stressful situations.
- Ability to work in a team environment.
- Ability to obtain and maintain department specific required licenses/certifications.
- Ability to work extra hours as required.