



## BOONE COUNTY JOB DESCRIPTION

<b>JOB TITLE:</b> <u>Administrative Technician I</u>	<b>NEW:</b> <input type="checkbox"/>	<b>REVISED:</b> <input checked="" type="checkbox"/> <small>(Please check one)</small>
<b>REPORTS TO:</b> <u>Director, IT</u>	<b>FLSA:</b> <u>Non-Exempt</u>	<b>DATE:</b> <u>07/2019</u>
<b>DEPARTMENT:</b> <u>Mail Services</u>	<b>JOB CODE:</b> <u>600</u>	

**SUMMARY:**

Under supervision, performs clerical and office support duties such as opening and distributing mail, greeting the public and responding to inquiries, checking and verifying information, posting to and maintaining records and providing customer service.

**ESSENTIAL FUNCTIONS:**

*Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is **not** a comprehensive listing of all functions and tasks performed by incumbents of this class.*

Bundles and wraps outgoing mail by hand; affixes labels in accordance with postal regulations; counts and records the number of bundles and copies handled; completes forms and tracks information on insured, certified and registered mail. Sorts mail according to destination and type; folds and inserts documents into envelopes either by hand or machine; weigh and compute postage; collects and handles all outgoing packages using parcel shipment vendors.

Provides customer service to all county offices; process information in accordance with department procedures; enters data into a computer system; completes and maintains reports; order and receive supplies; maintain and reconcile records of expenditures; investigate and implement procedures to reduce costs.

Maintain mailrooms procedures and processes in conjunction with USPS regulations to receive discounted postage when possible. Attend educational seminars to stay up to date on all mailing industry standards and procedures. Assist county offices in maintaining standards that meet USPS regulations; act as primary contact for all USPS regulations. Assist county offices with document scanning and filing as time permits. Maintain envelope, paper and toner inventory.

Checks information received for completeness and accuracy; responds to customer questions; processes information in accordance with department procedures; enters data into computer system; completes reports of daily activity.

Prepares reports for customers documenting transactions; makes copies of information as requested; receives payments and issues receipts; prepares cash deposits; maintains records relating to transactions; prepare special and periodic reports.

Orders office supplies; receives supplies and issue payments; maintain records of inventory and reorder as necessary; maintain records of expenditures and reconcile as necessary  
Enters data into computer system and maintain records; performs research of records to respond to public requests; explains department processes to public and assists in resolving problems; refers customers to other departments when necessary to resolve problems; schedules appointments as appropriate

**KNOWLEDGE AND SKILL:**

1. Good knowledge of standard office practices, record keeping, office equipment and computer software.
2. Good knowledge of County departments and operations.
3. Good knowledge of Boone County policies and procedures.
4. Skill in organizing, scheduling and reviewing work.
5. Skill in the use of a personal computer.
6. Skill in establishing and maintaining cooperative working relations with other Boone County employees and the public.

**PHYSICAL DEMANDS:**

The majority of work is performed in and around a professional office setting. The position is not sedentary and involves regular moderate physical exercise. Must possess vision to operate a motor vehicle and read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

Position requires CONTINUOUS walking, sitting, upward and downward flexion of neck; fine finger dexterity and light to moderate finger pressure to manipulate keyboard, equipment controls, and other office equipment; pinch grasp to manipulate writing utensils. FREQUENT prolonged standing, side-to-side turning of neck, standing, bending and stooping, pushing/pulling, twisting at waist, moderate wrist torque to twist equipment knobs and dials; pulling, or pushing objects weighing up to 100 lbs. and transporting distances up to 300 yards. OCCASIONAL squatting, kneeling, reaching above and at shoulder height, moderate grasping to manipulate objects; lifting objects weighing 50 lbs. from below waist to above shoulders and transporting distances up to 100 yards; walking of mail route of up to five miles per day.

**WORK ENVIRONMENT:**

This job operates in a professional office environment and in the open air and roadways between County buildings. Business Casual attire required. Ability to safely and legally operate a motor vehicle required. This position routinely uses office equipment such as computers, calculators, multi-line telephones, photocopiers, large format printers and scanners, binding machines, folding and inserting machines, filing cabinets and fax machines. This position is routinely in contact with the public, other Boone County employees, elected officials and members of other entities.

**MINIMUM QUALIFICATIONS:**

High school diploma or GED and one year of clerical or technical experience, preferably in a customer service area; some typing skills, some mechanical skills, and familiarity with computer software programs.

*Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.*