



BOONE COUNTY JOB DESCRIPTION

JOB TITLE: <u>Administrative Technician I</u>	NEW: <u>X</u>	REVISED: <u> </u> <small>(Please check one)</small>
REPORTS TO: <u>Director, IT</u>	FLSA: <u>Non-Exempt</u>	DATE: <u>01/16</u>
DEPARTMENT: <u>Mail Services</u>	JOB CODE: 600	

DEFINITIONS:

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.

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.

APPROVALS:

Department Director: _____ Date: _____
(Signature)

HR Director: _____ Date: _____
(Signature)