

ADMINISTRATIVE/TECHNICAL ANALYST

DEFINITION

Under general supervision, performs professional-level duties in one or more internal support areas, including budget, finance, personnel, contracts and grants, procurement, or other assignments supporting the mission of the organization. In addition, performs a variety of advanced administrative, secretarial, and office support duties of considerable complexity requiring thorough knowledge of the department, its procedures, and operational details; provides administrative support to management and departmental staff; composes and prepares correspondence using considerable judgment in content and style; performs skilled word processing, data entry, and typing; develops, maintains, and manipulates complex databases of information, provides information to the public and staff; provides assistance for a wide variety of assignments related to administration of budgets, contracts, research projects, and department programs; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory and managerial staff. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is a full journey-level class. Incumbents in this role develop and implement policies and procedures for a variety of projects and programs within an assigned department, including budget administration, contract administration, management analysis, and program evaluation. Incumbents support the work of departmental management staff by conducting day-to-day administrative support activities and by providing a professional-level resource for organizational, managerial, and operational analyses and studies. The work has technical aspects requiring the interpretation and application of policies, procedures, and regulations and may involve frequent contact with the public. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. Experienced incumbents in this position are expected to be able to exercise independent judgement and make decisions.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Assists in the contract bid advertisement process; prepares bid documents and schedules; coordinates and attends bid openings; identifies successful contractor and initiates contract process.
- Assists in the administration of service contracts; completes contract documents; prepares other necessary paperwork to initiate commencement of payments, ensures record keeping and management of all pertinent documents and paperwork.
- Provides field response to investigate calls of illicit dumping and potential illicit discharge.

- Provides field verification of completion of work assigned to various Public Works contractors.
- Represents the City as a committee member at the Contra Costa Clean Water Program and analyzes and reports on pollution prevention efforts, pollution prevention cleanups, pesticide use, and herbicide use.
- May assist in the development and reporting of alternate funding sources and ensures compliance with Federal, State, City, and funding agency and City accounting and reporting requirements and applicable laws, regulations, and professional accounting practices
- Tracks , monitors, and reports expenditures; works with engineering and public works staff to ensure unit items paid are accurate and ensures timely payment
- Provides administrative support to managers and departmental staff by assisting with duties of a complex nature, including preparing and posting agendas for public meetings; acts as a liaison between management and other staff or the public, coordinating resolutions when appropriate.
- Assists or administers assigned department projects and/or programs as assigned by management staff; provides assistance to department staff in various research and department-related projects.
- Organizes and carries out administrative assignments; researches, compiles, and organizes information and data from various sources on a variety of specialized topics related to programs in assigned area; checks and tabulates standard mathematical or statistical data; prepares and assembles reports, manuals, articles, announcements, and other informational materials.
- Composes, types, edits, and proofreads a variety of complex documents, including forms, memos, administrative, statistical, financial, and staff reports, and correspondence for department staff from rough draft, dictation equipment, handwritten copy, verbal instructions, or from other material using a computer; inputs and retrieves data and text using a computer terminal; checks draft documents for punctuation, spelling, and grammar; makes or suggests corrections.
- Prepares and processes reports, forms, and records, such as payroll, requests for payments, purchase orders, invoices, requests for proposals, bid packages, contracts and agreements, drafts of hearing notices, draft resolutions, notices of determination, and mailing lists for public hearing items.
- Screens calls, visitors, and incoming mail; provides information to the public, including contractors and vendors, by phone or in person to ensure contract compliance and an understanding of department and City policies and procedures; listens to questions and interprets and applies regulations, policies, procedures, systems, rules, and precedents according to existing guidelines; responds to citizen and staff inquiries and complaints; refers citizens to the appropriate department source; coordinates or resolves problems of a moderate nature when appropriate.
- Develops and implements file, index, tracking, and record keeping systems; researches records within areas of assigned responsibility to prepare reports and provides follow-up information to customer and staff inquiries and to support on-going department operations; ensures compliance with the City's records retention policy.
- Serves as the administrator for the department web page, responsible for timely posting and take-down of contents, maintenance and update of content relevance, coordinating with department staff to gather necessary data to create content.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Monitors and orders office and other related supplies; prepares, processes, and tracks purchase requisitions for services and materials; receives vendor invoices; prepares request for payment for department head approval.
- Acts as a department representative within community groups to relay or obtain relevant information regarding departmental activities.

- Coordinates and integrates department services and activities with other City departments and outside agencies.
- Operates a variety of standard office equipment, including job-related computer hardware and software applications, copiers, postage meters, facsimile machines, multi-line telephones, and transcription equipment; may operate other department-specific equipment.
- Maintains calendars and makes meeting arrangements; schedules meetings between City staff or between City staff and other groups or organizations; arranges for necessary set-up and materials to be available at meetings.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Organization and function of public agencies, including the role of an elected City Council and appointed boards and commissions.
- Applicable codes, regulations, policies, technical processes, and procedures related to the department to which assigned.
- Modern office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Principles and practices of data collection and report preparation.
- Computer applications related to the work, including word processing, web design, database, and spreadsheet applications.
- Business mathematics and basic statistical techniques.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Perform responsible administrative and secretarial support work with accuracy, speed, and general supervision.
- Provide varied and responsible secretarial and office administrative work requiring the use of tact and discretion.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Interpret, apply, and explain administrative and departmental policies and procedures.
- Respond to and effectively prioritize multiple phone calls, assignments, and other requests for service.
- Compose correspondence and reports independently or from brief instructions.
- Make accurate mathematical, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record keeping, and tracking systems, both manual and automated.

- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

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:

Bachelor's Degree or college-level coursework and/or technical training in secretarial science and/or office administrative support, accounting, and three (3) years of responsible secretarial, clerical experience, with material exposure to program or contract administration functions in a municipal environment. Additional other specialized secretarial, clerical, or accounting training is desirable.

Licenses and Certifications:

- None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is an office classification requiring standing in work areas and walking between work areas also requiring City-wide field investigation and verification of completion of contractor work requests. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 40 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees perform field work as required to meet needed department functions and tasks. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

SPECIAL REQUIREMENTS

Incumbents in this class may be required to work irregular or weekend hours, as needed.