

# PEACH COUNTY, GEORGIA

## CLASSIFICATION DESCRIPTION

**CLASSIFICATION TITLE: ADMINISTRATIVE TECHNICIAN**

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### PURPOSE OF CLASSIFICATION

The purpose of this classification is to perform clerical work, provide customer service, and process information/documentation relating to an assigned department/division.

### ESSENTIAL FUNCTIONS

**The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.**

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures.

Performs reception functions; answers telephone calls and greets visitors; ascertains nature of business, directs callers/visitors to appropriate personnel, and records/relays messages; retrieves messages from voice mail or answering machine; initiates and returns calls as necessary; relays calls/messages.

Performs customer service functions; provides information/assistance regarding department/division services, activities, locations, procedures, documentation, fees, or other issues; distributes forms/documentation as requested; responds to routine questions or complaints; researches problems/complaints and initiates problem resolution.

Coordinates calendar activities for the department; schedules appointments, meetings, inspections, hearings, or other activities; updates calendar on a regular basis and notifies parties involved of changes.

Operates fax machine to send/receive documentation; transmits faxes on behalf of department/division staff; distributes/delivers incoming faxes to appropriate personnel; replenishes paper supply in fax machine as needed.

Types/sends e-mail messages; screens incoming e-mail messages.

Processes incoming/outgoing mail; sorts, organizes, opens, and/or distributes incoming mail; signs for incoming mail/packages and delivers to appropriate personnel.

Copies and distributes forms, reports, correspondence, and other documentation.

Maintains file system of various files/records for the department/division; prepares and sets up files; sorts/organizes documents to be filed; files documents in designated order; retrieves/replaces files; shreds/destroys confidential or obsolete documents;

Types, prepares, or completes various forms, reports and correspondence

Orders office supplies, forms and other materials as needed

Operates a personal computer, and general office or other equipment as necessary to complete essential functions, to include the use of word processing, spreadsheet, database, or other system software.

## **ADDITIONAL FUNCTIONS**

Performs other related duties as required.

## **MINIMUM QUALIFICATIONS**

High school diploma or GED; supplemented by up to 2 years previous word processing, telephone reception, filing or related clerical experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

## **PERFORMANCE APTITUDES**

**Data Utilization:** Requires the ability to calculate and/or tabulate data. Includes performing subsequent actions in relation to these computational operations.

**Human Interaction:** Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to operate, maneuver, and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

**Verbal Aptitude:** Requires the ability to utilize a wide variety of reference and descriptive data and information.

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication, and division.

**Functional Reasoning:** Requires the ability to carry out instructions furnished in written, oral, or diagrammatic form. Involves semi-routine standardized work with some latitude for independent judgment concerning choices of action.

**Situational Reasoning:** Requires the ability to exercise judgment in situations characterized by repetitive or short cycle operations covered by well-established procedures or sequences.

## **ADA COMPLIANCE**

**Physical Ability:** Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

**Environmental Factors:** Essential functions are regularly performed without exposure to adverse environmental conditions.

Peach County, Georgia, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.