



**CITY OF GRANTS PASS, OREGON
CLASS SPECIFICATION**

**DEPARTMENT SUPPORT
TECHNICIAN**

FLSA Status: Non-Exempt
Bargaining Unit: GPEA
Salary Grade: B21

CLASS SUMMARY:

The Department Support Technician is the second level of the Support Services Series. Incumbents are responsible for problem-solving customer service, checking of submittals for completeness, collecting, tracking and entering data, updating websites, creating spreadsheets and database reports, and drafting technical language and meeting minutes. Based upon assignment, incumbents may provide support to a specialized function or program with duties such as issuing permits or citations, public education, negotiating simple agreements, coordinating City promotional activities and mailings, issuing public meeting notices, acting as a representative of a department and/or the City, or conducting budget research and making recommendations.

The Department Support Technician is distinguished from the Office Assistant which is responsible for basic office support duties. The Department Support Technician is distinguished from the Administrative Support Specialist which is responsible for complex support duties related to the budget.

TYPICAL CLASS ESSENTIAL DUTIES: These duties are a representative sample; position assignments may vary.

- Based upon assignment, performs specialized function-related duties such as assisting in the development of the capital budget, reviewing payroll processing for compliance, supporting assistant city manager and/or engineering division projects, preparing contracts, preparing utility permits and assisting citizens with water/sewer connections and financing, and assisting applicants with building and/or land use permitting.
- Conducts research projects which may include budgets and expenditures, requests for refunds, credits applicable to permit fees, building and other jurisdiction regulation.
- Assists departments with complex internal and external customer service complaint resolution.
- Assists departments with general office duties as necessary.
- Performs other duties of a similar nature or level.

Training and Experience (positions in this class require):

An Associate's Degree in a related field and two years of related experience are required which based upon assignment, may be required in a particular field; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed.

Licensing Requirements (positions in this class require):

- Oregon Driver's License – Class C
- Notary Public (required of Engineering support position in Community Development)

Knowledge (positions in this class require):

Knowledge of:

- Administrative support principles and practices;
- Based upon assignment, budget management and financing practices, development permit transactions, GIS;
- Event/meeting production requirements;
- Office automation equipment and practices;
- Applicable City policies and ordinances;
- Applicable Federal, State, and local laws, rules and regulations.

Skills (positions in this class require):

Skill in:

- Keyboarding, filing, copying and other general office duties;
- Organization of meetings and events;
- Managing a variety of administrative functions;
- Production of materials;
- Records maintenance;
- Using a computer and related software applications;
- Communication and interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Physical Requirements:

Positions in this class typically require: talking, hearing, and seeing, fingering and repetitive motion.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Positions in this class require regular attendance and punctual employee presence. Incumbents may be required to work overtime and perform standby duties.

Note:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department. When job duties and responsibilities change and develop, this job description will be reviewed and is subject to change based on business needs of the City.

Classification History:

Adopted by Council July 2, 2008,

Resolution No. 5379

Updated June 13, 2012, Updated April 1, 2014