

NEW CASTLE COUNTY GOVERNMENT

Number 0125

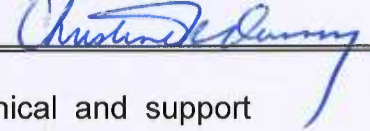
CLASS SPECIFICATION

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Date 09/08/14

Title: ADMINISTRATIVE SERVICES TECHNICIAN

Approved:



GENERAL STATEMENT OF DUTIES: Performs a variety of technical and support activities relating to administrative services; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class performs various technical and support tasks to provide duplicating services, mail delivery, procurement support, and customer service. Responsibilities include operating a variety of duplicating machines to produce work, picking up and delivering mail among New Castle County facilities and the post office, expediting the prompt receipt of materials and equipment, and providing information and assistance to internal and external customers. Work may involve the use of a motor vehicle to carry out assigned duties and also involves the exercise of considerable judgment in handling and delivering correspondence and other materials. Work is performed under the general supervision of a designated supervisor.

EXAMPLES OF WORK: (Illustrative Only)

- Receives and sorts incoming mail for County offices, delivers mail to various facilities, and picks up outgoing mail for processing;
- Receives and delivers incoming materials, supplies, and equipment;
- Maintains records of postage expenditures, ensures that postage machine has adequate postage balance, and prepares periodic expenditure report;
- Maintains files of postal bulletins and regulations applicable to New Castle County;
- Sets up, maintains and operates photocopying, printing, and similar equipment in the duplication, processing and printing of a wide variety of forms, letters, books, documents and similar items;
- Packages and delivers completed work to various departments;
- Maintains files containing samples of work and master plates;
- Maintains inventory of duplicating supplies and paper and receives materials for use in duplicating services;
- Maintains records and logs and prepares related reports;
- Cleans, oils, and performs basic maintenance and adjustments on duplicating equipment;
- Answers telephones, provides information and transfers calls to other individuals as needed;
- Provides clerical support for procurement-related activities;

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Date 09/08/14

Title: ADMINISTRATIVE SERVICES TECHNICIAN

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- Calls vendors as needed to determine the status of orders and delivery and notify regarding bid information;
- Enters information into a computerized data base;
- Performs routine office work as necessary;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that internal and external customers are provided with the highest quality of service;
- Operates a personal computer and other related equipment in the course of the work.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Some knowledge of business mathematics and English; some knowledge of office terminology, procedures and equipment; good knowledge of postal regulations and mail rates; good knowledge of the practices, procedures, equipment and materials essential to duplicating operations; thorough knowledge of the location of New Castle County facilities and the location of departments and divisions in the various facilities; ability to operate a personal computer and other related equipment using current software programs; ability to follow oral and written instructions; ability to communicate courteously and effectively, both verbally and in writing; ability to establish and maintain effective working relationships with others.

MINIMUM QUALIFICATIONS: At least two (2) years of experience performing support services functions including general clerical duties, mail processing, delivery, printing and duplicating services, and possession of a high school diploma or GED; or an equivalent combination of experience, education or training directly related to the required knowledge, skills, and abilities.

ADDITIONAL REQUIREMENTS: Possession of a valid Delaware Class D driver's license or its equivalent where the duties of the position include driving a vehicle. Ability to perform work occasionally requiring long periods of standing. Must pass a Class III County physical examination and background check.

HISTORY OF REVISIONS:

Established: 11/01/98
Revised: 05/01/03
Revised: 09/08/14