

FACILITIES ADMINISTRATIVE SUPPORT TECHNICIAN

Series Specification

Facilities Administrative Support Technician I

Facilities Administrative Support Technician II

DEFINITION

This series specification describes two classes used to perform clerical and recordkeeping duties for Facilities Management under the supervision of the assigned supervisor/manager.

LEVEL DESCRIPTIONS

Facilities Administrative Support Technician I: Under moderate oversight, performs a variety of moderate complexity clerical duties including aspects of scheduling, work order authorization, tracking of labor and materials, and operational recordkeeping.

Facilities Administrative Support Technician II: Under minimum oversight, performs a variety of complex clerical, recordkeeping and general accounting duties including invoice processing.

TYPICAL DUTIES

Facilities Administrative Support Technician I: Receive calls/tickets from Los Rios campuses through a district wide work order tracking system for emergency or maintenance repairs and refers to appropriate personnel by dispatching employees after determining level of need; distribute work orders to appropriate supervisors and maintenance personnel; check or compute and records labor and material costs on work orders; and enter work order data, inventories, schedules, and cost information in a computer for tracking purposes; order maintenance and operational supplies; compute, record, and proofread data and information, such as records or reports; copy, sort, and file records of office activities, business transactions, etc.; greet and direct people at front desk, answer telephone, respond to requests and delivers messages; and answer inquiries requiring knowledge of department services and procedures; develop district-wide mail carrier schedule; type letters, memoranda and other correspondence as required; operate office machines, such as computers, copier, fax, and shredder; use a variety of computer office software district wide programs to perform the required tasks including databases, spreadsheets and email; help new employees complete online training; compute estimates from vendors and communicates with supervisors, leads, and campus operations to receive/enter budget strings on campus funded work orders; responsible for general upkeep of district wide tracking system for repairs, including providing budget strings, issuing tickets, communicating with campus, clean up open tickets, and closing out work orders; have open communications with all Los Rios Campus Operations and Police Dispatch offices; prepare employee time sheets and absence reports checking for accuracy and fund encumbrance before submitting to Payroll and Benefits departments; prepare overtime, compensatory time off (CTO), temporary employee, and shift differential forms and time sheets; work with and have open communication with District Office Payroll and Benefits departments; communicate projects between the Planners and Maintenance Supervisors through entering project work orders and receiving plan review comments; receive and track/input employee trainings and seminars; responsible for the Facilities Management on-line calendar, reporting employee time off; issue gas cards to employees and track monthly fuel usage for District Office Accounts Payable department. Perform related duties as assigned.

Facilities Administrative Support Technician II: In addition to the duties of the Facilities Administrative Support Technician I, serves as a lead in organizing daily operations of the Control Center; receives and processes invoices for payment by District Office Accounting department; receives and processes Pay Applications, Bids, Retainage, Escrow, Inspector payments, Purchase Order (PO) payouts, retainage payouts/releases, and other forms of payment for Accounts Payable; processes full payments and partial release of payments; receives and processes requests for requisitions/purchase orders on work orders and projects being performed district wide; request and enters annual blanket POs, Maintenance POs, Maintenance Service Orders (MSOs), and Limited Purchase Orders (LPOs) for the fiscal year. Enter invoice quotes and charges into database; receive proper approvals from supervisors and directors for processing; tracks budget strings, spending, and purchases on work orders and project purchase orders; requests change orders, budget transfers, and reallocation of funds to provide funding on already issued purchase orders; open communication with Planners, Supervisors, Directors, campus Business Offices, and District Office Accounting department.

QUALIFICATIONS

EXPERIENCE

Promotional

General

Facilities Administrative Support Technician I

One year of experience working at the level of a Clerk III in the Los Rios Community College District, of which includes responsibility for maintaining payroll records and/or processing purchase orders.

Three years of responsible accounting or general clerical experience, of which includes responsibility in purchasing and/or payroll.

Facilities Administrative Support Technician II

One year of experience in Los Rios Community College District as a Facilities Administrative Support Technician I.

Four years of responsible accounting or general clerical experience, of which includes responsibility in purchasing and/or payroll.

(One year of experience is equal to 12 months of experience at 40 hours per week. Applicable part-time experience will be converted to the full-time equivalent for purposes of meeting the experience requirement.)

KNOWLEDGE OF

Both Levels: General knowledge of Service Agreements and Professional Service Agreements (PSAs); principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques; federal, state and local laws, policies and regulations, office processes and procedures; modern office practices, procedures and equipment, administrative and clerical procedures and systems, such as filing, recordkeeping techniques, records management systems, form design principles, word

processing, spreadsheet and inventory software in a complex business environment; and basic accounting, payroll, and purchasing procedures; effective customer service skills; how to compose effective correspondence; the structure and content of the English language including the meaning and spelling of words, rules of composition and grammar, and rules for letter and report writing; principles and practices of effective communication; how to train others to perform specific tasks; numbers, their operations, and interrelationships, including arithmetic at the level required to effectively perform the duties of the position.

Facilities Administrative Support Technician II: Basic principles of leadership, oversight and training.

ABILITY TO

Both Levels: Perform the essential functions of the position; the ability to analyze situations and adapt an effective course of action; and use initiative and good judgment in meeting emergency situations; perform responsible recordkeeping duties; sustain regular work attendance; work cooperatively and effectively with the public, students, faculty and staff; exercise initiative and mature judgment; interpret and applies applicable federal, state and local laws, policies and regulations, and office processes and procedures; work as a member of a team; meet schedules and time lines; manage one's own time and the time of others; correctly follow a given rule or set of rules in order to arrange things or actions in a certain order; understand and effectively carry out oral and written directions; effectively communicate information and ideas orally and in writing based on the needs of the audience; read, write and perform mathematical calculations at the level required for successful job performance; be aware of others' reactions and adjust interpersonal skills accordingly; handle personal and private information with discretion; prepare routine correspondence independently; effectively learn and operate equipment and software related to the duties of the position; use technology to effectively perform responsibilities, such as word processing, spreadsheets, databases, and desktop publishing; type/enter data at a speed proficient to complete the duties of the position in a timely manner; adapt to changing technologies; work successfully with diverse populations.

Facilities Administrative Support Technician II: Work with minimal direct supervision; effectively train, assign and oversee the work of others.

TYPICAL EQUIPMENT USED (May include, but not limited to)

Current office technologies, such as computers, printers, faxes, telephones and copiers; other equipment common to the field to which the position is assigned.