

**YAKIMA COUNTY, WASHINGTON**  
**Class Specification**  
**Class Title: Office Support Technician**

<b>BAND:</b> A	<b>GRADE:</b> 1	<b>SUBGRADE:</b> 3	<b>CLASS CODE:</b> J23-1013
<b>DEPARTMENT:</b> Varies	<b>ACCOUNTABLE TO:</b> Varies	<b>JOB FAMILY:</b> Administration - Clerical	<b>OVERTIME STATUS:</b> Non-Exempt
<b>JOB SUMMARY:</b> The Office Support Technician performs all the duties of the Office Assistant and routine office support activities involving creating, editing, filing, distributing, receiving and / or reviewing documents, forms, applications, money or claims, schedules appointments and meetings; and makes event or travel arrangements. Position may also perform minor financial duties such as reconciling accounts, performing accounts payable and receivable functions.			
<b>DISTINGUISHING CHARACTERISTICS:</b> The Office Support Technician class is the experienced level of a seven level office support classification series. The Office Support Technician class is distinguished from the Office Assistant class by typically performing additional duties requiring financial / accounting knowledge. The Office Support Technician class is distinguished from the Office Specialist classifications by performing general clerical rather than specialized/ technical duties. The office support classification series is distinguished from the technical financial classification series by the necessity to perform a variety of clerical duties versus predominately financial duties.			
<b>DUTY NO.</b>	<b>ESSENTIAL DUTIES:</b> (These duties are a representative sample: (Position assignments may vary.)	<b>BAND / GRADE</b>	
1.	Records incoming documents for permanent legal record either electronically or manually;	A1	
2.	Creates, composes, edits and distributes a variety of routine legal and other documents such as: correspondence, agendas, schedules, applications, requisitions, reports, articles, pamphlets, agreements, contracts, inventory records, court notices and forms. Interprets and explains department / regulatory procedures.	A1	
3.	Enters and maintains electronic or paper departmental records such as attendance, billing, mileage, revenue and/or expenditure, maintains various bid specification or other records	A1	
4.	Reviews for completeness, accuracy or eligibility a variety of documents such as case files, applications or claim forms, compares signatures for authenticity.	A1	
5.	Communicate with others in person or via electronic means and conducts brief interviews or computer searches for information.	A1	
6.	Receives and reconciles money for items, fees, services and / or donations; issues receipts; makes deposits	A1	
7.	Provide reception duties such as answering telephone, taking messages, retrieving and distributing postal and internal mail; responds to questions and provides information.	A1	
8.	Schedules appointments, meetings, interviews and / or meeting room locations; makes travel or event arrangements; maintains court calendars / dockets and prepares meeting rooms; arranges for office equipment service, inventories/ orders supplies.	A1	
9.	Creates and maintains electronic and paper filing systems, retrieves, files indexes/ catalogues and routes documents.	A1	
10.	Performs court related activities ensuring that courtrooms are set up and records are complete.	A1	
11.	Performs other duties as required.		

**Knowledge: (Position requirements at entry):****Knowledge of:**

- Basic mathematical computations
- Grammar, spelling and punctuation
- General computer knowledge
- File maintenance techniques

**Skills (Position requirements at entry):****Skills in:**

- Keyboarding - most positions require proficiency prior to employment
- Using general office equipment such as: personal computer, facsimile, printer, copier, multi-line telephone, scanner, calculator and ten key.
- Creating and maintaining filing systems.
- Applying customer service techniques
- Maintaining confidentiality
- Taking and transcribing meeting minutes
- Inventorying and ordering department supplies
- Scheduling meetings, appointments and rooms
- Paying attention to detail and accuracy
- Performing basic mathematical calculations
- Establishing and maintaining effective interpersonal relationships at all organizational levels and with the public
- Communication, both oral and written, sufficient to exchange or convey information and to receive work direction.

**Training and Experience (position requirements at entry):**

High School or (G.E.D.) and two years of related work experience or, any equivalent combination of training and experience that would provide the required knowledge, skills and abilities to successfully perform the essential duties of the job.

**Licensing Requirements:** Position may be required to hold a valid WA State Driver's License, undergo a comprehensive background investigation and / or obtain status as a Notary Public in the State of Washington.

**Working Conditions:** Position may have the potential exposure to the following:

Environment: Pathogen exposure work in locked down facilities, exposure to hostile/angry individuals, work outside of standard business hours and multiple work locations;

Physical Demands: bending, carrying, handling, lifting, reaching, sitting, standing, walking, fingering, balancing, climbing, crawling, crouching, kneeling, hearing, smelling, talking, visual acuity.

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.

Intellectual Demands: ability to multitask, confidentiality, ability to work under pressure, ability to articulate and communicate in conversations, ability to follow written and verbal instruction.

**Classification History:**

New class: 12/02

Revised: 11/22