CITY OF BELLINGHAM

CLASSIFICATION SPECIFICATION

CLASS TITLE: **Technical Aide** **UNION:Non/114**
SG:3
DEPARTMENT: **Interdepartmental** **CS:N**
FLSA:Y
EEO4CODE:TE

JOB SUMMARY:

This position assists in fulfilling department objectives by performing routine technical duties such as, inputting data, and maintaining technical documents and applications. Performs basic research and gathers data within program area.

DISTINGUISHING CHARACTERISTICS:

This classification is distinguished from office assistant classifications by its emphasis on technical knowledge required to perform data maintenance functions. Requires some basic training and/or experience in a technical area.

SUPERVISORY RELATIONSHIP:

Employee works under close supervision and in accordance with established methods, practices and systems. Receives technical direction and guidance from other staff. Works under applicable City regulations, policies, guidelines and standards.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Performs a variety of basic technical duties in support of program functions and goals, following established procedures and standards.

2. Collects data in the field following specific procedures. Inputs data into City programs, databases, documents, and spreadsheets.

3. Conducts basic research related to program area, using resources such as City records and databases.

4. Creates basic output, such as maps, graphs, and reports, using computer software and related equipment.

5. Maintains accurate and detailed records and statistics of work performed.

6. Drafts for supervisory review a wide variety of program documents and materials, including process guides, information packets, and other documents. Edits materials for accuracy, appearance, readability and style.

7. Provides basic written and verbal reports as requested.

8. Interacts with the public, both on-site and off-site, in the course of research or data collection. Communicates program area goals and answer basic questions.

9. Communicates logistical needs and status of project progress to supervisor.

10. Performs routine clerical duties including answering telephones, typing, filing, and operating office machines.

ADDITIONAL WORK PERFORMED:

1. May interact with public officials, other agencies, departments, or contractors in the course of research or data collection.

2. Performs other duties of a similar nature as assigned.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:
- Some knowledge of program area principles, terms, concepts, procedures, functions, and techniques.
- Some knowledge of modern office practices and equipment including personal computers and related software such as word processing and spreadsheet programs.

Skill in:
- Basic addition, subtraction, multiplication, division, statistical and algebraic calculations.
- Organization and time management techniques.
- Good problem-solving and decision-making skills.

Ability to:
- Willingness and ability to maintain the confidentiality of program information.
- Produce and maintain computer generated materials specific to program area, such as maps and other graphics.
- Ability to interpret technical language of program area, such as maps and legal descriptions.
- Ability to understand technical manuals and follow established procedures.
- Ability to maintain records and prepare necessary technical reports.
- Ability to communicate effectively and positively, both orally and in writing.
- Ability to work independently and as part of a team.
- Ability to maintain accuracy and efficiency while performing repetitive tasks.
- Ability to establish and maintain effective working relationships with diverse groups of people including other employees, contractors, engineers, vendors, developers, public officials and the general public.
- Maintain reliable and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physical ability to perform the essential functions of the job including:
    - Operate a computer and read a computer screen or typewritten page;
    - Frequently communicate verbally;
    - Move between work sites;
    - Traverse uneven and extensive terrain, up to 4 miles day
    - Occasionally transport boxes or equipment weighing up to 50 lbs.

WORKING ENVIRONMENT:

Work is performed both indoors, working extensively at a desktop computer and outdoors in all weather conditions. Normal safety precautions are taken for extended walking, lifting and driving in the course of performing field duties. Field duties involve extended driving and walking throughout the City service area.

EXPERIENCE AND TRAINING REQUIREMENTS:

- One year of college or vocational training with classes or emphasis in program area.
  OR
- One year of program area experience
  OR
- A combination of education and experience which provides the applicant with the required skills, knowledge, and abilities will be considered.

NECESSARY SPECIAL REQUIREMENTS:

- Valid Washington State driver's license and satisfactory driving record. Must provide a three-year driver's abstract prior to hire.
- Employment contingent upon passing a Washington State Adult/Child Abuse records check, criminal conviction and local background check.

PREPARED BY: Delker/Sullivan
2/2020

REVIEWED BY: _____
KayCee Johnson
Human Resources Services Manager