

OFFICE TECHNICIAN I/II

DEFINITION

Under supervision, performs a variety of general office support duties, including mail processing and reprographics; performs related work as assigned.

CLASS CHARACTERISTICS

Office Technician I is the entry-level class in the Office Technician series. Initially under close supervision, incumbents learn basic tasks including mail and reprographics. As experience is gained, there is greater independence of action within established guidelines. This class is alternately staffed with Office Technician II, and incumbents may advance to the higher level after gaining experience and demonstrating proficiency that meets the qualifications of the higher-level class.

Office Technician II is the journey-level class of this series, fully competent to independently perform the full range of general office support duties.

EXAMPLES OF DUTIES (*illustrative only*)

- Operates postage meter machine; processes mail; sorts and distributes incoming and outgoing mail; delivers large packages.
- Operates large-volume copiers to produce a variety of documents and reports.
- Collates materials, stuffs envelopes, and prepares binders for large projects.
- Sets up conference rooms for meetings; moves furniture and equipment.
- Operates a variety of standard and specialized office support equipment, such as electric paper cutter, spiral binding machine, and electronic copiers.
- Performs a variety of routine and preventive maintenance, such as cleaning copy equipment and changing toner.
- Transports heavy office supplies and equipment weighing up to 60 pounds.

WORKING CONDITIONS

- Wear specified safety equipment.
- Work with equipment that requires Material Safety Data Sheet (MSDS) postings.
- Must be available to work overtime.

QUALIFICATIONS

Knowledge of:

- Safe operation of a variety of office, mail, and copy equipment, such as high-production copier, postage meter, electric paper cutter, binding machine, and mail/envelope insertion equipment.
- Basic office practices and procedures.
- Basic business arithmetic.
- Basic methods of alphabetic and numeric filing.

Ability to:

- Understand and follow oral and written directions.
- Safely operate a variety of office support equipment, such as electric paper cutter, binding machine, and mail/envelope insertion equipment.
- Maintain accurate records of work performed.
- Sort, deliver, and process mail accurately and efficiently.
- Transport materials weighing up to 60 pounds.
- Comply with health and safety codes.
- Organize own work, set priorities, and meet critical deadlines.
- Establish and maintain effective working relationships with those contacted in the course of the work.

Licenses and Certificates:

None.

Education and Experience:

Office Technician I:

Equivalent to graduation from high school.

Office Technician II:

Equivalent to graduation from high school and one year of experience in mail processing and production copying.