

## FORSYTH COUNTY, GEORGIA CLASSIFICATION DESCRIPTION

CLASSIFICATION TITLE: **ADMINISTRATIVE TECHNICIAN**

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### **PURPOSE OF CLASSIFICATION**

The purpose of this classification is to perform specialized clerical work, provide customer service, and process information/documentation relating to an assigned department/division.

### **ESSENTIAL FUNCTIONS**

**The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.**

Processes a variety of documentation associated with department/division operations, within designated time-frames and per established procedures.

Performs reception functions; answers telephone calls and greets visitors; ascertains nature of business, directs callers/visitors to appropriate personnel, and records/relays messages; retrieves messages from voice mail or answering machine; initiates and returns calls as necessary; relays calls/messages via base radio.

Performs customer service functions; provides information/assistance regarding department/division services, activities, locations, procedures, documentation, fees, or other issues; distributes forms/documentation as requested; responds to routine questions or complaints; researches problems/complaints and initiates problem resolution.

Receives moneys in payment of various taxes, penalties, fees, or services; records transactions and issues receipts; posts payments into computer; counts and maintains cash drawer; balances revenues and forwards revenues as appropriate.

Coordinates calendar activities for the department; schedules appointments, meetings, inspections, hearings, or other activities; updates calendar on a regular basis and notifies parties involved of changes.

Writes work orders to report problems or request repair/service; discusses problems/complaints with requesting party; forwards work orders to appropriate service personnel; monitors status of open work orders; maintains files of closed work orders.

Operates fax machine to send/receive documentation; transmits faxes on behalf of department/division staff; distributes/delivers incoming faxes to appropriate personnel; replenishes paper supply in fax machine as needed.

Types/sends e-mail messages; screens incoming e-mail messages.

Processes incoming/outgoing mail; sorts, organizes, opens, and/or distributes incoming mail; signs for incoming mail/packages and delivers to appropriate personnel; processes outgoing mail through postage machine; processes bulk mailing projects.

Copies and distributes forms, reports, correspondence, and other documentation.

Maintains file system of various files/records for the department/division; prepares and sets up files; sorts/organizes documents to be filed; files documents in designated order; retrieves/replaces files; shreds/destroys confidential or obsolete documents;

Monitors inventory of department supplies and forms; ensures availability of adequate materials to conduct work activities; initiates requests/orders for new or replacement supplies.

Conducts research of department files, court/legal records, database records, hardcopy materials, Internet sites, or other sources as needed.

Types, prepares, or completes various forms, reports, correspondence, lists, charts, receipts, refund requests, title applications, property record cards, work orders, complaint forms, stop work orders, warning notices, elector lists, or other documents.

Receives various forms, reports, correspondence, logs, lists, payments, tax bills/statements, tag/title documents, tag renewal notices, emission inspection forms, affidavits, building permits, license applications, inspection forms, voter registration applications, absentee ballots, rabies records, complaint forms, background history reports, incident reports, legal documents, surveys, plats, maps, street indexes, valuation guides, catalogs, laws, regulations, ordinances, policies, procedures, manuals, directories, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Operates a computer to enter, retrieve, review or modify data; performs data entry functions by keying data into computer; verifies accuracy of entered data and makes corrections; utilizes word processing, spreadsheet, database, case management, calendar, Internet, e-mail, or other programs.

Performs basic maintenance of computer system and general office equipment, such as backing up data or replacing paper, ink, or toner; coordinates service/repair activities as needed.

Communicates with supervisor, employees, other departments, County officials, court personnel, attorneys, vendors, vehicle dealers, insurance agencies, financial institutions, developers, builders, contractors, candidates, voters, the public, state/federal agencies, outside agencies, the media, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

**Assignment to Animal Shelter may include the following additional duties and qualifications:**

Enters animal records into the assigned computer system, takes pictures for animal records and updates the computer system as necessary; prepares and/or processes a variety of documentation such as microchip forms and animal cage cards.

Assists with adoptions, owner relinquishments and other transactions; receives payments and donations via cash or credit card;

Maintains and updates animal pictures and applicable information in the computer system.

Traces animal identification/microchip information; notifies animal owners of the impoundment of their pet.

Retrieves inquiries, questions and related information from the county Animal Shelter website; routes inquiries/information to the appropriate team member.

Maintains lost and found animal database; updates information daily.

Maintains facility lobbies assuring they are clean, orderly and professional in appearance.

Works collaboratively with the Veterinary Technician to establish and maintain a list of rescue animals available to adoption partners.

Assists in the cleaning and disinfection of the adoption cat areas as needed. Experience with handling animals and/or working in an animal care environment is required.

**Assignment to Dial-A-Ride may include the following additional duties:**

When assigned to DAR, this classification is designated as a safety sensitive position that is subject to random drug and alcohol testing and any other drug testing methods as stated in policies adopted by Forsyth County concerning drug and alcohol.

May be required to drive/operate a van or other vehicle to transport passengers between various locations.

Must possess and maintain a valid Georgia driver's license. Must successfully complete GDOT PASS training certification.

**Assignment to Voter Registration & Elections Department may include the following additional duties:**

Registers voters; processes new voter applications and enters into computer; processes deletions, transfers, and changes in voter information.

Processes absentee voting; mails/receives absentee applications, mails ballots, and maintains records.

Prepares for elections; prepares and sets up voting booths for elections; assembles materials for polling precincts; assists poll managers with return of supplies.

Assists in preparing information for submission to State Election Office.

Bilingual fluency preferred.

Tasks may require sustained performance of moderately physically demanding work, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and that may involve the lifting, carrying, pushing, and/or pulling of moderately heavy objects and materials (20-50 pounds), pushing, and/or pulling of a heavy wheeled cart.

**Assignment to Planning & Development Department may include the following additional duties:**

Processes building permits; enters inspection data into computer; issues permits or mails rejection notices to permit applicants.

Processes alcohol licenses; enters necessary data into computer; issues necessary notices and documentation to applicants.

**Assignment to Tax Assessor or Tax Commissioner's Office may include the following additional duties:**

Collects ad valorem taxes, property taxes, mobile home taxes, delinquent taxes, fees, penalties, or other charges; calculates valuations, applies mileage rates, and calculates taxes; writes requests for overpayments or refunds; assists with preparation of tax bills for mailing; researches delinquent accounts and mails delinquent tax notices.

Processes tag/title documentation for the public and automobile dealers; reviews documentation for completeness and accuracy; advises customers of missing information; researches tag/title information; verifies title issuance and tag numbers; determines tax codes; identifies proper weight classifications; enters tag/title data into computer; issues tags, decals, or permits.

Maintains inventory of tags and decals; ensures security of tags/decals; opens and verifies boxes of tags/decals; records beginning/ending numbers of tags/decals; writes lost/stolen tag/decal reports.

Processes mobile home tax information; researches circumstances of mobile homes and related property; gathers mobile home information; determines mobile home parcel number and assigns abstract number; determines mobile home and property ownership; issues mobile home decals; issues homestead and location permits for mobile homes.

Performs data entry and quality control of real estate data; enters data from tax returns; enters real property evaluations, sales updates/revisions, and homestead exemptions into computer; compiles field work for appraisers; logs and tracks status of field work; enters completed evaluations for appraisers; explains property evaluations to taxpayers.

Tracks, prices, enters, and processes appeals on mobile homes.

Researches tax menu map codes; determines sales update new notice codes; composes neighborhood number lists and updates neighborhood number codes.

Conducts research of deeds and legal records to determine ownership for taxation purposes; transfers deeds on County tax digest as appropriate; creates new taxpayer accounts on digest for new property owners; researches current/previous ownership; researches warranty deeds and transfers ownership for taxation; researches and transfers quick claim deeds on digest for taxation; researches and transfers foreclosures on digest for taxation; researches deeds for correct map and parcel numbers; identifies incorrect legal descriptions or significant variations in sale price versus fair market value of a property; determines appropriate parcels to change; researches and enters data references on affidavits; files condominium covenants for acre references; researches, verifies, and tracks business transactions data; deletes homestead exemptions when taxpayers no longer qualify.

Retrieves deeds and legal documents from deed retrieval system, microfilm records, courthouse records, or other sources; retrieves copies of plats and surveys to accompany deeds; retrieves wills and death certificates from Probate Office as support documentation.

Compiles and creates subdivision lists, subdivision books, deleted homestead reports, or other resource materials for reference by other staff members; creates and maintains commercial residential condominium files and book of commercial/residential condominiums.

Assists 911 personnel in locating calls/addresses.

Performs notarization of documents as needed.

**Assignment to Engineering Department may include the following additional duties:**

Prepares-mails stop work orders or warning notices to contractors due to violations or noncompliance.

Logs and tracks utility permits.

Maintains petty cash fund for area of assignment; disburses funds for expenditures as appropriate; ensures proper receipts/documentation of expenditures; balances fund and requests reimbursements as needed.

**Assignment to Sheriffs Office may include the following additional duties:**

Completes complaint forms regarding animal control issues; enters complaints into computer; forwards complaint forms to deputies for action; closes out complaints in computer and maintains records; maintains statistical records of call volume.

Assists the public in completing background report forms, alcohol identification forms, business alcohol licenses, firearms permit forms, fingerprint cards, or other documentation.

Performs notarization of documents as needed.

**Assignment to Information Technology Department may include the following additional duties:**

Provides basic Personal Computer support during meetings; operates and integrated control panel for the sound system, overhead projector, PC displays and television display; will be required to work alternating or late hours.

**ADDITIONAL FUNCTIONS**

Performs general/clerical tasks, which may include performing office opening/closing procedures, separating or collating documentation, or stuffing envelopes.

Provides assistance to other employees or departments as needed.

Performs other related duties as required.

**MINIMUM QUALIFICATIONS**

High school diploma or GED; supplemented by one (1) year previous experience and/or training involving general office work, customer service, cashiering, basic bookkeeping, record/file maintenance, personal computer operations, and experience in area of assignment; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. May require possession and maintenance of valid State of Georgia Notary Public certification. Duties involving handling of cash funds may require ability to be bonded. Typing speed of 30 words per minute required.

**PERFORMANCE APTITUDES**

**Data Utilization:** Requires the ability to calculate and/or tabulate data. Includes performing subsequent actions in relation to these computational operations.

**Human Interaction:** Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to operate, maneuver, and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

**Verbal Aptitude:** Requires the ability to utilize a wide variety of reference and descriptive data and information.

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication, and division.

**Functional Reasoning:** Requires the ability to carry out instructions furnished in written, oral, or diagrammatic form. Involves semi-routine standardized work with some latitude for independent judgment concerning choices of action.

**Situational Reasoning:** Requires the ability to exercise judgment in situations characterized by repetitive or short cycle operations covered by well-established procedures or sequences.

#### **ADA COMPLIANCE**

**Physical Ability:** Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

**Sensor Requirements:** Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

**Environmental Factors:** Essential functions are regularly performed without exposure to adverse environmental conditions.

*Forsyth County, Georgia, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*