MANAGEMENT SUPPORT TECHNICIAN

Classification Specification

City of Springfield, Oregon

A classification specification defines the general character and scope of responsibilities of all positions within a job classification. This description does not list every duty for a given position; specific position assignments will vary depending on business needs.

General Information	
Classification Title	Management Support Technician
Classification Code:	MGTTCH
Effective Date:	7/1/2011
Pay Grade:	B21-B22
FLSA Status:	Non-Exempt

Classification Summary

The Management Support Technician is responsible for performing technical paraprofessional functions in the areas of budgeting, library, and/or environmental services. Responsibilities will vary in accordance with assigned area of responsibility but could include; updating and maintaining budgeting forecasting systems; reviewing and balancing transactions and ledgers; preparing journal entries and vouchers; installing, monitoring and calibrating basic testing equipment; entering information; assisting patrons with the retrieval of materials and related research; and customer service.

Following are descriptions of the competency levels:

Contributing – Applies basic skills and may develop advanced skills appropriate for the position or specialization; resolves routine questions and problems.

Journey Level – Applies advanced skills appropriate for the position or specialization to meet the more complex requirements of the City; duties may be somewhat complex.

Distinguishing Characteristics

- This is the first level classification in the Management Support series.
- This is a paraprofessional level classification.
- Management Support Technicians focus on how to carry out the operations of the process specified by higher level positions. This position has a choice as to how and when the operations are carried out, but not as to what operations constitute the process.
- Management Support Technicians are differentiated from Management Support Specialists as the responsibilities of the higher level classification are more specialized and require a thorough understanding of applicable practices and procedures.

Essential Duties	
The duties listed below are a typical sample; position assignments may vary.	
1	Enters billing, insurance, and other types of demographic information.
2	Updates and maintains budget forecasting systems.
3	Assists patrons with the retrieval of materials/information and related research.
4	Provides customer service to staff, vendors, and the public; answers inquiries, provides information, and attempts to resolve problems within the scope of position.
5	Prepares journal entries and vouchers; reviews and balances transactions and ledgers.
6	Prepares information and materials relevant to area of assignment; participates in special projects/programs.
7	Installs, monitors and calibrates basic equipment.
8	Maintains data files; satisfies data and materials/records requests; audits transactions and records for accuracy.
9	Actively supports an inclusive and respectful work environment.
10	Performs other duties of a similar nature or level.

Qualifications

An entry-level person would be expected to possess the following or any equivalent combination of knowledge, skills, education and experience in order to successfully perform the job.

Training & Experience:

Up to one year of specialized or technical training beyond high school; and sufficient experience as necessitated by the competency level of the position.

- Contributing Level: 0-2 years of general support experience.
- Journey Level: 2-3 years of progressively responsible support experience.
- Specialized knowledge specific to area of assignment may be required

Licensing and/or Certification Requirements:

- None

Knowledge Required:

- Principles and practices of assigned area of responsibility;
- Computer applications and other systems related to assigned area;
- Math principles;
- Bookkeeping and/or recordkeeping principles and techniques;
- Modern office methods and practices;
- Data gathering and filing and retrieval techniques;
- English language and grammar;
- Applicable laws, rules, and regulations;
- Inclusive and respectful work place practices.

Skills Required: *(Demonstrated skill in performing the following)*

- Developing and maintaining respectful and inclusive work relationships;
- Performing assigned duties in a safe manner;
- Entering, retrieving, and processing data with speed and accuracy;
- Identifying and correcting basic problems; providing information;
- Maintaining orderly records and files;
- Preparing basic reports, forms, correspondence;
- Using computers and related databases and software applications;
- Operating office equipment;

Qualifications

- Learning and applying applicable office procedures, rules and practices;
- Learning and applying laws, regulations, policies pertinent to position;
- Communication, interpersonal skills as applied to interaction with coworkers, management, the general public, etc. sufficient to exchange or convey information and to receive work direction;
- Working effectively with clients; co-workers, employees and supervisors from diverse backgrounds.

Physical Requirements

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. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Incumbents may be subject to travel.

Classification History

2009.06 – Draft prepared by Fox Lawson & Associates, LLC (CC)
2010.11 – Revisions by HR
2011.07 – Adopted