



## CITY OF TERRELL Job Description

Position Title:	<b>Administrative Technician</b>
Department:	Assigned Department
Immediate Supervisor:	Department Director or Supervisor
Pay Grade/FLSA Status:	10 / Non-Exempt

**Job Summary:** Under general supervision, perform a variety of clerical, data entry, and administrative duties in support of an assigned department. Responsibilities include filing, recordkeeping, document preparation, customer service, and general administrative support to supervisory staff. Duties and responsibilities may vary depending on department assignment.

**Essential Duties include, but are not limited to the following:**

1. Answer telephones, direct calls, and provide general information on departmental or City policies and procedures.
2. Collect data and prepare various reports, records, and documents.
3. Operate office equipment including telephones, computers, copiers, and scanners.
4. Receive, sort, and distribute incoming and outgoing mail and correspondence.
5. Maintain departmental financial ledgers and logs, where applicable.
6. Maintain and update filing systems, records, and databases.
7. Perform clerical support duties such as data entry, typing, and proofreading.
8. Assist with maintaining and monitoring department electronic timekeeping records for completeness; ensure accurate entry of employee work hours, leave time, and other attendance data into timekeeping system.
9. Stay informed on departmental policies, procedures, and operational requirements.
10. Prepare and submit required reports to outside agencies as assigned.
11. Perform cashiering duties, receive payments, and balance cash drawers as needed.
12. Prepare and send notices, bills, or other correspondence to citizens.
13. Perform any other duties as assigned.

*When assigned to Library:*

1. Balance cash drawer daily.
2. Act as secretary for the Library Advisory Board.
3. Maintain Friends of the Library Book Sale shelves and cash deposits.
4. Act as liaison for the Friends of the Library Executive Board.

**Knowledge, Skills and Abilities:**

***Knowledge of:***

- Standard office practices and procedures.
- Customer service techniques.
- Modern office equipment and software (e.g., MS Word, Excel, Outlook).
- Basic principles of timekeeping, payroll, and recordkeeping.



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### ***Skill in:***

- Assessing and prioritizing multiple tasks, projects and demands.
- Providing outstanding customer service and conflict resolution.
- Operating a personal computer utilizing a variety of business software.
- Reading and understanding City, State and Federal rules and regulations.
- Creating, preparing, writing, and proofing accurate reports, legal documents, and correspondence.
- Working effectively in a high-pressure environment with changing priorities.
- Establishing and maintaining working relationships with professional and support staff, the public, and City employees.
- Effectively communicating in both oral and written format.
- Understanding and handling confidential issues.

### ***Ability to:***

- Communicate clearly and effectively, both orally and in writing.
- Perform accurate data entry and maintain detailed records.
- Interpret and follow timekeeping and payroll procedures.
- Manage multiple tasks and meet deadlines.
- Work independently and collaboratively.
- Learn and apply City and departmental policies and procedures.
- Work a flexible schedule including evenings, weekends and holidays as needed.

### **Minimum Qualifications:**

Any combination of education and experience that would provide the knowledge and skills required for this position is qualifying. A typical way to obtain those abilities would include

### ***Education:***

High school diploma or equivalent required. Additional coursework in office administration, accounting, or a related field is preferred.

### ***Experience:***

One (1) year of administrative, clerical, or customer service experience required. Experience in municipal government is preferred.

### **Licenses and /or Certifications:**

Valid Class C Texas Driver's License

### **Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position:

- Regularly required to sit for extended periods; use hands and fingers to handle, feel, or operate office equipment; and reach with hands and arms.



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- Frequently required to talk, hear, and see in order to communicate with coworkers and the public, both in person and over the phone.
- Occasionally be required to stand, walk, bend, or lift light objects up to 25 pounds, such as files, supplies, or equipment.
- Visual acuity is required for reading printed materials and computer screens, and for performing data entry with speed and accuracy.

#### **Mental Demands:**

The mental demands described here are representative of those required to successfully perform the essential functions of this position:

- Must be able to maintain focus and attention to detail in a busy office environment with frequent interruptions.
- Must be capable of managing multiple tasks and deadlines simultaneously, often under time constraints.
- Must demonstrate strong problem-solving abilities and sound judgment in dealing with routine and non-routine issues.
- Requires the ability to adapt to changing priorities, work independently or as part of a team, and exercise discretion when handling sensitive or confidential information.
- Interpersonal skills are essential for maintaining effective working relationships with coworkers, the public, and other departments.

#### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this position:

- The work is typically performed in a standard municipal office environment.
- Frequent contact with the public and other City staff in person, by telephone, and via email.
- The noise level in the work environment is generally low to moderate, consistent with a professional office setting.
- The position may require attendance at meetings or events outside of normal working hours on occasion.
- The employee must be able to work in an environment with frequent interruptions while remaining professional, courteous, and focused.

This job description is not necessarily an exhaustive or all-inclusive list of responsibilities, skills, duties, requirements, efforts, functions or working conditions associated with this position. This job description is not a contract of employment or a promise or guarantee of any specific terms or conditions of employment. The City of Terrell may add to, modify or delete any aspect of this job (or the position itself) at any time as it deems advisable.

#### Non-Discrimination Statement

The City of Terrell is an Equal Opportunity Employer. No person in the service of the City of Terrell or seeking admission thereto, shall be employed, promoted, demoted, transferred, discharged, or discriminated against because of political opinions or affiliations, or because of sex, sexual orientation, race, religion, physical ability, age (except where sex, age, or physical requirements constitute a bona fide occupational qualification necessary for proper and efficient functioning in the job) or any other non-merit factor.