



Class Code: 04-2225
FLSA: Non Exempt
EEO: 06
Bargaining Unit: 04
Revised: 10/2020

PUBLIC WORKS SERVICE TECHNICIAN

DEFINITION

Under general supervision, learns, and performs a variety of customer service, document processing, and technical record keeping and support work; reviews fiscal records, applications, and specialized documents and information, assisting the public and/or other county staff with the accuracy and completeness of the information; issues permits; assists others with the understanding of the Department of Public Works procedures and requirements; provides a variety of information about the Department of Public Works services and functions; performs a variety of advanced technical and office support work; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This journey level class performs a variety of customer service and office support work requiring substantial knowledge of the policies, procedures, and special requirements of the Department of Public Works.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate or general supervision from the assigned supervisor. Exercises no direct supervision over staff. May provide technical and functional direction to assigned staff.

EXAMPLES OF ESSENTIAL DUTIES

Class specifications are intended to present a descriptive list of the scope of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

- Serves as a customer service representative for the Department of Public Works.
- Responds to inquiries concerning road complaints, flood complaints, and map requests.
- Reads and interprets maps and responds to radio communication.
- Assists the public in the Encroachment Permit application process, including scheduling inspections.
- Responds to inquiries that involve searching technical data.
- Provides technical assistance or refers customer to the appropriate person.
- Explains the policies, practices, and procedures of the department to members of the public and/or other county employees.
- Balances cash drawer.
- Reviews invoices and other source documents for accuracy.
- Codes charges for distribution within the existing cost accounting system and enters source documents into the computer.
- Reconciles internal accounts and balances to central accounting records.
- Balances and reconciles differences within the recordkeeping system.
- Prepares records and standard forms.
- Assembles, sorts, tabulates, codes, and files a variety of fiscal and statistical information.
- Makes arithmetical calculations and verifies totals and extensions.
- Posts, adjusts, and balances accounts.
- Processes Lakebed Encroachment Leases annual billing and payments.
- May issue transportation permits, ensuring that appropriate documentation is provided.
- May prepare deposits and monthly cash settlements.

- May collect and receipt money.
- May assist others in the preparation of financial records and reports.
- May enter department payroll.
- May allocate charges to correct accounts according to established cost accounting procedures.
- Performs related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Financial and statistical record keeping, document acceptance and processing requirements of the Department of Public Works.
- Policies, laws, rules, and regulations impacting the operations, transactions, and functions of the Department of Public Works.
- Good public relations techniques.
- Maintenance of files and information retrieval systems.
- Modern office methods and procedures.
- Proper English spelling, grammar, and punctuation.
- Mathematics.
- Applicable business equipment and software applications.

Ability to:

- Provide technical support for the Department of Public Works.
- Proficiently use a variety of computerized spreadsheet, word processing, and data base software.
- Read, interpret, and apply a variety of rules, regulations, and policies related to functions and services of the Department of Public Works.
- Accurately maintain and update a variety of records and information systems.
- Gather, organize, and summarize data and information.
- Make mathematical calculations quickly and accurately.
- Type or use word processing software at an acceptable speed to meet production requirements.
- Deal tactfully and courteously with the public and other staff when explaining the functions, requirements, and policies of the work area where assigned.
- Communicate effectively, both orally and in writing.
- Regularly work well under pressure, meeting critical deadlines.
- Utilize a computer, relevant software applications, and/or other equipment as assigned.
- Constantly demonstrate cooperative behavior with colleagues, supervisors, customers, clients, and the public.

Licensing and Certifications:

Possession of, or ability to obtain, a valid California driver's license.

Education and Experience:

Two (2) years of responsible experience performing a variety of administrative, office, and fiscal support work, including substantial experience in a public contact position.

Additional directly related experience and/or education may be substituted.

WORKING CONDITIONS, ADA, AND OTHER REQUIREMENTS

The County of Lake is an equal opportunity employer. The County of Lake will comply with its obligations under the law to provide equal employment opportunities to qualified individuals with disabilities.

Positions in this class typically require: sitting, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing, seeing, and repetitive motions.

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. 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.

Light Work: Exerting up to 25 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for light work.

Incumbents generally work in a typical office environment with adequate light and temperature. There may be occasional exposure to extreme temperatures, loud noise, fumes, noxious odors, dust, mist, gases, and poor ventilation; underground, confined, or restricted workspaces; and heights more than five stories above ground level.

Positions in this class may require local and statewide travel, as necessary.

Disaster Service Workers: As members of the County of Lake Emergency Services Organization, all Lake County employees are designated as Disaster Service Workers during a proclaimed emergency and may be required to perform certain emergency services at the direction of the department/county.

The contents of this class specification shall not be construed to constitute any expressed or implied warranty or guarantee, nor shall it constitute a contract of employment. The County of Lake assumes no responsibility beyond the general accuracy of the document, nor does it assume responsibility for any errors or omissions in the information contained herein. The contents of this specification may be modified or revoked without notice. Terms and conditions of employment are determined through a “meet and confer” process and are subject to the Memorandum of Understanding currently in effect.