

CLASS SPECIFICATION FOR
Management Technician

GENERAL STATEMENT OF DUTIES: Performs responsible administrative and technical work in support of agency management, services or programs; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: The incumbent in this class is responsible for providing skilled technical and administrative support of agency program planning, management, evaluation and execution activities. Duties may include reconciliation of information or financial data, compliance assurance, records management, scheduling, claims review and processing, and data collection and analysis. The incumbent may also conduct research and draft reports. Receives general supervision from a division head or program professional.

EXAMPLES OF WORK (illustrative only):

- ◆ Performs a wide variety of moderate to complex program and operational support duties;
- ◆ Assists with the planning and research of unique, innovative and/or effective program designs applicable and beneficial for use within the agency;
- ◆ Compiles and interprets multiple types of statistical data;
- ◆ Researches regulatory changes and discipline practices;
- ◆ Assist with the evaluation of agency procedures, policies and programs and recommends;
- ◆ Organizes materials for brochures, publicity, etc., for entire agency operation;
- ◆ Assists supervisor in special projects such as seminars, using special grant monies, program development for emergency service needs, etc.;
- ◆ Assists supervisor in the design, coordination and/or dissemination of information relevant to training needs of agency staff;
- ◆ Communicates program and/or agency policies, regulations, practices and services to County staff, vendors and the public;
- ◆ Provides needed updated materials that interrelate and are useful in program service development;
- ◆ Resolves problems and makes recommendations for improvement;
- ◆ Performs related work as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Some knowledge of basic techniques in conducting research, planning and statistical work; ability to effectively use common business software packages; ability to research, learn, interpret, understand, apply and communicate agency program and service information; ability to provide operational support to agency programs and services; ability assist with the measurement of program performance against goals and objectives; ability to systematically compile data, interpret and report monitoring and evaluation findings; ability to express ideas clearly and concisely, both orally and in written form; ability to work effectively with other employees and with the public; ability to exercise discretion and to make sound decisions relative to their assigned program area.

MINIMUM EDUCATION AND EXPERIENCE: Graduation from high school and four (4) years of related administrative, program and/or clerical support experience; OR, any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

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This is a class specification and not an individualized job description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.