



DATE	May 2012
JOB CODE	
FLSA	NON-EXEMPT
EEO	

JOB TITLE: Support Services Technician
 DEPARTMENT/DIVISION: Various
 REPORTS TO: Varies

SUMMARY: Responsible for providing routine general services support to include: running print jobs; coordinating service calls for copiers and fax machines; overseeing vending throughout the City; processing incoming and outgoing mail, packages and parcels; delivering mail to outlying facilities; shelving books; and, transferring books between library locations. Work is performed with moderate supervision.

ESSENTIAL JOB FUNCTIONS:

- Processes, receives, sorts, and distributes a variety of materials, correspondence, deliveries, and mail.
- Enters information into applicable computerized systems, which may include spreadsheets and/or databases.
- Provides customer service to internal and/or external customers; resolves routine problems.
- Maintains a variety of records and/or information in support of departmental operations and activities.
- Participates in maintaining and/or coordinating the servicing and/or repair of inventory, equipment, and/or other related items.
- Monitors and restocks office supplies and materials.
- Performs other duties as assigned.

POSITION SPECIFIC JOB FUNCTIONS:

Library

Performs a variety of clerical activities in support of library operations, which includes: receiving and processing library materials; creating order records replacing damaged or missing cassettes, CDs, or other media pieces; processing invoices; troubleshooting problems associated with shipping, ordering, and invoicing; and performing other related activities.

General Services

Processes incoming/outgoing mail; scans city records for storage; distributes mail; processes print/copy jobs; monitors and troubleshoots problems with copiers, printers, and faxes; monitors vending machines and coordinates with applicable vendors.

Open Records Clerk

Provides response to requests for all records within the time period mandated by the Texas Open Government Statutes. Gathers the requested information from all divisions of the

City and disseminates applicable portions of received requests to appropriate departments within the City. Provides assistance to citizens and other departments regarding open records matters. Composes, edits and types correspondence, memoranda, reports, and other documents using various word and data processing software. Performs various administrative tasks requiring tracking, interaction and coordination with departmental staff and other departments/groups.

SUPERVISORY/BUDGET RESPONSIBILITIES:

- None.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Skilled in performing basic mathematical calculations;
- Skilled in maintaining records;
- Skilled in providing customer service;
- Skilled in operating a variety of modern office equipment;
- Skilled in operating a computer and related software applications;
- Skilled in communicating effectively with a variety of individuals.

MINIMUM QUALIFICATIONS:

- High School Diploma or G.E.D.

PREFERENCES:

- None.

WORKING CONDITIONS:

- Frequent reaching, sitting, standing, walking, talking, seeing, hearing, and manual dexterity.
- Occasional lifting and carrying up to 50 pounds.
- Work is typically performed in a standard office environment.

CONDITIONS OF EMPLOYMENT:

- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check.