



## San Joaquin County Invites Applications for

# OFFICE TECHNICIAN COORDINATOR



### Our County

Our Departments make us the largest employer in the San Joaquin County region. With over 6,000 employees, we provide a variety of services to all the estimated 613,500 citizens in the county and consists of about 30 departments and/or divisions, from Public Safety to Public Works. Some of the many services that county government provides are:

- The collection of taxes
- A public airport
- Voting services
- Work and training programs
- Food/Shelter/Housing programs
- Public safety
- Legal services and jails
- Engineering & road maintenance
- Regional and neighborhood parks
- Health clinics & Trauma hospital
- Business and economic development
- Agricultural education and monitoring
- Library services
- A Zoo
- A Historical Museum of County History

To learn more about County Departments, visit:

[www.sjqov.org](http://www.sjqov.org)

### The Position

The Office Technician Coordinator is utilized in multiple departments within San Joaquin County. Depending on the department assigned, incumbents may perform specific duties that are unique to the work area usually requiring a highly advanced understanding of the specialized and/or technical subject matter. Incumbents are expected to apply substantial initiative and independent judgment to perform a varied range of quasi-administrative/analytical duties utilizing specialized procedures with established policies. The position generally receives assignments from a high level manager and may supervise clerical staff. Key knowledge, skills, and abilities for a successful candidate includes:

- Fundamental analytical principles/processes; perform quasi-administrative/analytical work
- Evaluate and establish priorities
- Utilize advanced office procedures and computer systems and software
- Follow complex oral/written procedures/directions
- Public relations techniques
- Lead or supervise others



A land of beauty, recreation and natural riches—from the waters of the Delta to the vines of the wine, San Joaquin County has it all.

San Joaquin County boasts seven cities and some of the finest opportunities in the state for boating, fishing, camping, history-gathering, or just plain fun in the sun.

Each city, as well as the unincorporated county areas, offers a unique opportunity to enjoy natural California beauty and nature, or music, arts and culture. Whatever your interest, it can most likely be found in San Joaquin County.

### ARTS, CULTURE, AND RECREATION

The arts and culture provide a much-needed respite from everyday worries and the Haggin Museum, San Joaquin County Historical Museum, and Stockton Children's Museum are popular spots.

The Stockton Symphony, San Joaquin County Ballet, and Stockton Civic Theater provide important experiences for children and adults. The multi-cultural community offers a diversity of views and opinions in its art and culture, providing a wealth of knowledge about past and present on canvas and stage.

Over 75 languages are spoken within the region and there is richness in the blending of cultures and ways that creates an air of celebration about individual customs, foods and cultures.

San Joaquin County government provides nine community parks for boating, camping, and picnicking, swimming and organized sports. Annual family events include the Asparagus Festival, attended by thousands of fun-seekers from the County and beyond.

Individual cities and communities provide a host of other opportunities, from Lodi Lake Park and Nature Area to the Woodbridge Ecological Reserve. The County-owned and operated Mickel Grove Park offers a zoo, rides and a historical museum to delight both children and adults. The San Joaquin Delta is one of the area's best kept secrets and offers some of the best boating in the state: more than 1,000 miles of waterways stretching from the Stockton Harbor to north of Sacramento and offering access to the San Francisco Bay.



### AGRICULTURE

The county is one of the most agriculturally rich regions in California and is the number one producer, statewide, of asparagus. Twenty-four thousand acres of county farmland are dedicated to production of this crop. In recent years, the leading crop in the county has been wine grapes, and wineries and vineyards have sprung up from Stockton to Lodi.



### EDUCATION

From preschool to higher education, the County has it covered with an abundant array of public or private opportunities to learn and grow.

The University of the Pacific, California State University, Stanislaus-Stockton



Center, Humphreys College and Law School, National University, and the San Joaquin Delta Community College offer a wide variety of choices for educational opportunities. The County's 17 school districts provide families with a wide choice for children's educational development.

### HOUSING

Housing is plentiful in San Joaquin County and is affordable when compared to other nearby areas.

Make San Joaquin County your new home. Housing ranges from new developments to historic homes found mostly in central Stockton and downtown Lodi.

San Joaquin County is a place where families can grow, learn, and experience the nature and beauty of the California landscape while benefiting from the unique opportunities - cultural, recreational, and educational - that the area provides.



COMPENSATION AND BENEFITS

Approximate Annual Salary: \$39,374-\$47,840

In addition to base salary, the County offers an excellent benefit plan which includes a county contribution to health insurance, dental and vision insurance plans. Other benefits offered include:

- ◆ 1937 Retirement Act Plan with reciprocity with CALPERS
- ◆ 125 Flex Benefits Plan
- ◆ 12 sick leave annually with unlimited accumulation

- ◆ 10 days of vacation leave (15 days after 3 years, 20 days after 10 years and 23 days after 20 years)
- ◆ 10 paid holidays per year
- ◆ May take up to 40 hours per year, but not more than 8 hours per month, to participate in your children’s school activities



To learn more visit:

[www.sjgov.org/department/hr/benefits](http://www.sjgov.org/department/hr/benefits)

TYPICAL DUTIES



- Provides quasi-administrative/analytical support to managers, supervisors, professionals and other staff; gathers, analyzes and maintains specialized and complex information related to a wide range of departmental operations; researches, compiles, maintains and processes statistical, financial and/or other numerical data to support highly specialized office functions; coordinates and/or performs departmental personnel, payroll, purchasing, inventory, systems maintenance and/or other functions; may perform highly-advanced clerical accounting duties.
- Interprets and explains highly specialized and complex information regarding established rules, regulations, policies, procedures and technical office operations, to managers, patients, clients, outside agencies and others; researches difficult and complex issues; applies external laws, regulations, ordinances and policies as they relate to assigned responsibilities; may produce and/or issue complex documents and complete complex forms for the purpose of documenting specialized program-related information; provides customer service in a calm, helpful and effective manner.
- Manages a wide range of clerical office operations with substantial independent responsibility for multiple programs/functions within an office; may represent management in sensitive and confidential situations; develops and recommends procedures applicable to areas of assignment; develops and implements systems for improving the efficiency and effectiveness of assigned operations; monitors deadlines and calendars as assigned; arranges and coordinates complex meetings, seminars or classes; arranges for travel and transportation; may coordinate clerical/technical aspects of budget administration; may coordinate and maintain various computerized systems and processes.
- Prepares a variety of difficult and complex reports, letters, resolutions and other documents requiring highly advanced knowledge of specialized subject matter; maintains and monitors complex work logs and tracking systems; reviews and analyzes complex legal, custody, health care and other administrative records to identify needed information; develops and maintains complex spreadsheets and databases, either by hand or computer; maintains data and develops reports for budget purposes.
- Obtains in-depth and/or difficult information from managers, staff, patients, clients, and others; identifies and seeks to meet customer needs, maintaining tact and diplomacy and using good judgment regarding sensitive/confidential matters.
- As an incidental duty, may serve as a lead worker over a large group or supervise a small group of clerical and/or technical employees; provides training as assigned; develops, organizes and distributes training materials as appropriate.



**We Are Looking For The Ideal Candidate Who Demonstrates The Following Desired Skillset:**

- ◆ Experience managing multiple specialized programs or functions
- ◆ Strong critical thinking skills with an ability to analyze data/policies and make independent decisions
- ◆ Attention to detail and ability to prepare, audit, and maintain complex reports with accuracy
- ◆ Expert in Microsoft Office utilization, specifically Word, Excel and Access
- ◆ Strong organizational skills and takes initiative in setting priorities to meet competing deadlines
- ◆ Excellent interpersonal and written/oral communication skills
- ◆ Strong customer service skills which include experience providing service for a diverse population
- ◆ Ability to build and maintain collaborative working relationships

**MINIMUM QUALIFICATIONS**

**Either Pattern I**

**Experience:** One year of work at a level equal to or higher than Office Assistant Specialist in San Joaquin County service.

**Or Pattern II**

**Experience:** Two years of work at a level equal to or higher than Senior Office Assistant in San Joaquin County service.

**Or Pattern III**

**Experience:** Four years of general clerical, secretarial and/or office technical work, including at least two years performing duties at or above a full-journey level.

**Substitutions:** a) One year of business training in an approved vocational training program may substitute for one year of the above-required experience; or b) Completion of 30 semesters/45 quarter credit units at an accredited college or university may substitute for one year of the required experience.

**And**

**Certificates:** *If required by the nature of the assignment,* 1) possession of acceptable typing/keyboarding or other certification of ability to input data at the rate of 45 words per minute; and/or 2) possession of an acceptable proficiency certificate in one or more computer software programs.

**Special Requirements:** Most positions require the ability to use computers and/or word processing equipment. *If required by the nature of the assignment,* demonstrated general or software-specific computer proficiency may be required prior to appointment.

(Special Note: For positions reclassified to this class as part of the Classification Studies #01-18 and #02-08, the incumbents occupying those positions on the effective date that the study is implemented by the Board of Supervisor shall be deemed to meet the minimum qualifications for the class.)



**APPLICATION SUBMITTAL AND SELECTION PROCEDURES**

This examination is being given to fill current vacancies in San Joaquin County and to establish an eligible list to fill future vacancies. The first certification will be for San Joaquin General Hospital’s Human Resources Department. To apply, a completed application and supplemental questionnaire must be postmarked or received online by the final filing deadline. *Resumes will not be accepted in lieu of an application.*

**The Final Filing Deadline is December 16, 2016. The selection process will include a written multiple choice exam scheduled tentatively for January 4, 2017.** Application materials may be obtained from and submitted to:



San Joaquin County Human Resources  
44 N. San Joaquin Street, 3rd Floor, Suite 330  
Stockton, CA 95202  
Telephone: 209.468.3370  
ATTN: Loretta Chhor

**Apply Online Today At: [www.sjgov.org/department/hr/](http://www.sjgov.org/department/hr/)**



## OFFICE TECHNICIAN COORDINATOR 1216-RO6700-01

### SUPPLEMENTAL QUESTIONNAIRE

The supplemental application must be completed and attached to the standard application form. This is an important part of your application package that will allow us to thoroughly assess and evaluate your qualifications for the position of Office Technician Coordinator. Please provide the specific job duties performed regarding your experience.

1) Do you possess paid work experience that equates to one of the following criteria below? Please check the most appropriate answer:

I possess at least one (1) year of paid work experience at a level equal to or higher than Office Assistant Specialist in San Joaquin County service.

I possess at least two (2) years of paid work experience at a level equal to or higher than Senior Office Assistant in San Joaquin County service.

I possess at least four (4) years of paid work experience performing general clerical, secretarial and/or office technical work, including at least two years performing duties at or above full-journey level.

No, I do not possess any paid work experience that equates to any of the above mentioned criteria.

\*If yes, please list your job title, employer name, dates of employment and hours worked per week.

*Please note: One year of business training in an approved vocational training program or completion of 30 semester/45 quarter credit units at an accredited college or university may substitute for one year of the above required experience. If you possess either of these education patterns, please be sure to clearly state that information on the "Education" portion of your employment application and/or resume.*

2) Please answer the following questions. When answering about your experience, please indicate your job title, employer name, dates of employment and hours worked per week. If you do not have experience, indicate "n/a."

a) Provide a detailed description of your experience utilizing computer software programs such as Microsoft Word, Excel and Access. Provide examples of tasks or projects you completed using each of these programs and your level of proficiency when working with them.

b) Describe your experience coordinating and supporting a variety of complex office activities requiring quasi-administrative/analytical work.

c) Describe your experience in working with the public. Please include in your answer your role in providing, assisting or coordinating duties with the public.

d) Describe your experience in creating and maintaining reports. Include the nature and complexity of the reports, who the reports were prepared for, and how often the reports needed to be completed.



## OFFICE TECHNICIAN COORDINATOR 1216-RO6700-01

### SUPPLEMENTAL QUESTIONNAIRE

3) The following information is being collected to identify the specific departments you are interested in working for. You will only be referred to jobs that meet the conditions you specify below so give careful consideration to your choices. Please remember if you limit your availability choices, you will receive less referral opportunities.

a) Please mark each county department you would be willing to accept job referrals to.

\*Please note the asterisk indicates departments which require a background investigation.

- |  |   |   |
|--|---|---|
| <input type="checkbox"/> Agricultural Commissioner                                     | <input type="checkbox"/> Assessor/Recorder/County Clerk | <input type="checkbox"/> Auditor Controller           |
| <input type="checkbox"/> Behavioral Health Services                                    | <input type="checkbox"/> Board of Supervisors           | <input type="checkbox"/> Child Support Services       |
| <input type="checkbox"/> Clerk of the Board  | <input type="checkbox"/> Community Development          | <input type="checkbox"/> Cooperative Extension        |
| <input type="checkbox"/> Correctional Health*  | <input type="checkbox"/> County Administrator           | <input type="checkbox"/> County Counsel               |
| <input type="checkbox"/> District Attorney*  | <input type="checkbox"/> Emergency Medical Services     | <input type="checkbox"/> Environmental Health         |
| <input type="checkbox"/> Employment and Economic Development Department (EEDD)         | <input type="checkbox"/> General Services               | <input type="checkbox"/> Information Systems Division |
| <input type="checkbox"/> Human Resources   | <input type="checkbox"/> Human Services (Dept of Aging) | <input type="checkbox"/> Office of Emergency Services |
| <input type="checkbox"/> Mary Graham Children's Shelter                                | <input type="checkbox"/> Probation*                     | <input type="checkbox"/> Probation/Juvenile Hall*     |
| <input type="checkbox"/> Parks and Recreation  | <input type="checkbox"/> Public Health Services         | <input type="checkbox"/> Public Works                 |
| <input type="checkbox"/> Public Defender   | <input type="checkbox"/> Registrar of Voters            | <input type="checkbox"/> San Joaquin General Hospital |
| <input type="checkbox"/> Purchasing & Support Services                                 | <input type="checkbox"/> Sheriff's Department*          | <input type="checkbox"/> Veterans Services            |
| <input type="checkbox"/> San Joaquin County Employees' Retirement Association (SJCERA) | <input type="checkbox"/> Treasurer-Tax Collector*       |   |
| <input type="checkbox"/> Stockton Metropolitan Airport                                 |   |   |

b) In addition to the day shift, check the following shifts that you are available to work:

- Nights       Graveyards       Weekends       Holidays  
 Rotating (Depending on the department, rotations may occur on a monthly, quarterly or annual basis)  
 None of the above

c) Will you submit to a background investigation if required by the department?

Yes       No

d) To be considered for positions which require typing, you must have a typing certificate of a minimum of 45 wpm. Do you possess a valid typing certificate from one of the organizations recognized by San Joaquin County?

Yes       No

e) Please indicate the language(s) you are proficient in. You will be given a bilingual proficiency exam prior to being referred. (This will not affect your status for English speaking positions on the Office Technician Coordinator list.)

- |   |                                    |                                     |
|---|------------------------------------|-------------------------------------|
| <input type="checkbox"/> No language other than English | <input type="checkbox"/> Cambodian | <input type="checkbox"/> Hmong      |
| <input type="checkbox"/> Laotian                        | <input type="checkbox"/> Spanish   | <input type="checkbox"/> Vietnamese |
| <input type="checkbox"/> Read                           | <input type="checkbox"/> Speak     | <input type="checkbox"/> Write      |

f) This examination is being conducted to fill full-time vacancies. However, this recruitment may be used to fill part-time and temporary positions. (Accepting a part-time or temporary position will not remove you from the Office Technician Coordinator eligible list for full-time opportunities.) Please check all that applies to your interest.

Full-time       Part-time       Temporary