

San Francisco Bay Conservation and Development Commission

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State of California | Gavin Newsom – Governor | info@bcdc.ca.gov | www.bcdc.ca.gov

DUTY STATEMENT

NAME:

CLASSIFICATION: MANAGEMENT SERVICES TECHNICIAN

WORKING TITLE: Administrative Technician

UNIT/DIVISION: Administration

SUPERVISOR: SIERRA PETERSON

FLSA: WWG2

CBID: R04

TENURE/TIMEBASE: FULL TIME, LIMITED TERM

SCOPE

Under general supervision of the Staff Services Manager I, the incumbent performs technical duties for the Administrative Office supporting the Regulatory and Planning Divisions, with particular emphasis on document preparation and filing; program analysis and management; systems reviews and improvements; meeting preparation; assistance to project managers in development of work plans, project documents, and timelines; and administration duties, such as meeting scheduling and sharing reception duties including opening, sorting and scanning incoming mail and answering and transferring phone calls.

Workflow varies in intensity and often requires the ability to work in a fast-paced, timeline-driven environment. The incumbent should be able to work independently but as part of a team; exhibit good judgment in setting work priorities; have strong communication skills; successfully meet deadlines; and perform administrative duties with little or no subsequent review of work; draft correspondence and maintain files and records.

In drafting or finalizing documents, the incumbent is responsible for final proofreading for proper English grammar, spelling, and typographical errors; succinct communication of information; standard and American with Disability Act accessibility document formatting. The incumbent must communicate effectively; work as a part of a team to provide support to the Commission, its staff, and the public; understand modern office methodology, equipment, and workflow; and abide by specific Commission office policies and procedures. This position assists other office divisions and clerical staff with overflow work on an as-needed basis.



ESSENTIAL FUNCTIONS

Document Development & Management (30%)

- Edit, format, and finalize documents, including staff reports, environmental assessments, permits, policy documents, meeting agendas and summaries, presentations, contracts, grant applications, correspondence, and other documents.
- Prepare correspondence and other documents independently from notes and general direction.
- Conduct research and develop information for staff reports.
- Manage electronic document filing and occasional data entry.
- Track and assist with elements of grant reporting requirements.
- Maintain both electronic and hard copy files and records.

Administrative Support & Reception Services (30%)

- Process & assess inquiry emails and direct them to the appropriate staff.
- Support unit managers in workflow and production as needed, and coordinate with all stakeholders involved to ensure organizational consistency.
- Assist staff in preparation for public meetings, including the preparation of nametags, sign-in sheets, supplies, and equipment, and set-up, operation, and breakdown of equipment such as laptops, projectors, digital recorders, conference phones.
- Coordinate and distribute relevant meeting materials to the proper individuals in accordance with organizational rules, regulations, and laws.
- Schedule meetings with applicants, agencies, organizations, and stakeholders via telephone and/or email as directed. Use electronic scheduling programs, including Outlook, Doodle Poll, Forms, etc.
- Work with the Information Technology staff to post information to the Commission website and to host remote meetings via computer programs such as Teams, Zoom, and conference calls.
- Greet visitors and answer incoming telephone calls; determine the nature of the visit and/or call; transfer or direct person(s) to appropriate staff; take and provide messages to staff.
- Analyze, process, and distribute incoming/outgoing mail to/from the building mail center. Collect and distribute intra-office mail.

Public Participation & Working Group Support (15%)

- Assist in preparing materials for public meetings and workshops, including setting up hybrid/virtual meeting tools; managing invitations, calendars, nametags, sign-in sheets, and other supplies; and managing equipment setup, operation, and breakdown.

- Provide administrative support to Commission working groups and advisory boards, scheduling meetings, communications, and coordinating with both internal and external members.
- Maintain stakeholder and distribution databases and mailing lists; conduct research to identify and update contact information.
- Facilitate logistics for meetings with applicants, agencies, organizations, and stakeholders via telephone and email; use scheduling tools such as Outlook and Doodle Polls.
- Host virtual meetings using Zoom, Microsoft Teams, or similar platforms.
- Draft and finalize meeting summaries and notes.
- Coordinate with IT staff to ensure ADA-accessible information is posted to the Commission website and remote meetings are properly hosted.

Program Analysis (15%)

- Conduct regular process reviews and continually improve systems, workflows, and protocols, supporting through documentation.
- Analyze and present trends, data, and workflow metrics to support reporting requirements, internal/external audits, and performance improvements.
- Conduct research to support staff and public inquiries regarding Commission programs and historical actions, using internal systems such as 1docstop, SharePoint, Microsoft Teams, and the BCDC server.
- Provide support for special projects as assigned.
- Research and gather information supporting program work.
- Analyze information and produce brief written reports.
- Manage and analyze data necessary to support program findings.
- Coordinate and support event planning and execution.

Additional Duties (10%)

- Assist with public meeting mailings, including collating electronic documents and preparing limited paper copy mailings.
 - Provide administrative assistance for bi-monthly Commission & Board meetings when primary staff are unavailable
 - Assist with other office-wide duties as needed to support office-wide operations as assigned by the SSM1
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KNOWLEDGE, SKILLS, AND ABILITIES

- General knowledge of Commission processes, policies, procedures, and organizational structure.
- Develop and maintain good working relationships with staff agency-wide to efficiently complete work assignments.
- Ability to communicate effectively and tactfully; deal with and resolve difficult situations.
- Ability to work with a high level of independence and as a team, exercise good judgment in setting work priorities, and perform difficult and analytical tasks.
- Ability to examine current processes and devise and implement changes to improve them in a constructive manner.
- Skill to create, edit, and accurately proofread memos, correspondence, templates, documents and reports using proper English.
- Successfully meet deadlines in a fast-paced and time-sensitive environment.
- Proficient use of database software.
- Proficient use of meeting management tools.
- Proficient knowledge and use of office equipment, including computers, printers, and copiers.
- Working knowledge of computer operating systems, including Outlook, Word, PowerPoint, Excel, Adobe Acrobat, FileMaker Pro and DocuSign App; the ability to learn and use American with Disabilities Act templates and formatting, and the ability to type at a minimum of 85 words per minute.
- Ability to manage electronic and hard copy records and information, and create filing systems in coordination with the Records Manager; maintain and use a working knowledge of BCDC electronic and paper filing system, naming conventions, and folder organization structure.
- All employees are responsible for contributing to an inclusive, safe, and secure environment that values diverse cultures, perspectives, and experiences, and is free from discrimination.
- If operating a state, personal, or rental car for work purposes, maintain a valid Defensive Driver training certification and a California driver's license.
- Maintain regular and predictable attendance

WORKING CONDITIONS

- Work in San Francisco headquarters office Monday through Friday; flexible hours and telework considered in compliance with BCDC Telework Policy.
- Occasional travel to off-site meetings and staff retreats.

- Work in a stationary position (sitting or standing) for long periods of time using a keyboard and computer terminal.
 - If operation of state, personal, or rental car for work purposes, maintain a valid Defensive Driver training certification and a California driver's license.
 - Occasional light lifting (maximum of 20 lbs.) of office supplies and mail.
 - Regular contact with the public by phone, e-mail, or in person.
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I have read and understand the duties and essential functions of the position and can perform these duties with or without reasonable accommodation.

Management Services Technician Date

Supervisor Date