

## Program Technician II

### *Essential Task Rating Results*

1.	Monitor, update and/or review data maintained in departmental databases to keep data current.
2.	Input information into internet/internal data entry systems, to ensure information is logged, accessible by others, and/or to allow for further processing.
3.	Assist customers with questions concerning correct formats, procedures, and requirements needed to obtain information from databases.
4.	Review program-related applications for completeness, accuracy and department guidelines.
5.	Process incoming mail including confidential materials (e.g., receive, open, date/time stamp, log, sort) to properly distribute various materials using letter opener, date/time stamp machine, sorter, etc., to appropriate staff for review.
6.	Prepare envelopes/packages for mailing including confidential materials (e.g., copying, addressing, sorting, stuffing, assembling, etc.) utilizing copiers, sorting techniques/equipment, etc., to contractors, agencies, customers and the public.
7.	Operate various office machines and equipment (e.g., photocopier, fax, personal computer, etc.) to complete assigned duties following verbal and/or written instruction.
8.	Review and process problem resolution documents to resolve issues and provide or request for additional information from customers and coworkers.
9.	Maintain files and records to monitor and track resources, customers, and work activities.
10.	Forward electronic and written correspondence to appropriate staff for review of content, priority, and relevancy from interested parties/constituency groups.
11.	Respond and distribute requested information to various agencies or individuals by collecting necessary data or information.
12.	Respond to authorized agencies and customers by telephone, teletype, email, or fax to answer questions and provide information.
13.	Keep up-to-date with new laws, regulations and procedures by reading relevant information and attending training to apply new knowledge at work.
14.	Correct discrepancies with personal data following standard procedures to ensure data accuracy and integrity.
15.	Input electronic information from various sources (e.g., documents) into databases or spreadsheet software (e.g., Excel) in order to maintain running log of work related information.

16.	File hard copy materials (e.g., documents, manual revisions, etc.) using various filing systems (e.g., alphabetic, chronological, numeric, subject matter, etc.) and equipment (e.g. binders, folders, indexes, alpha/numeric sorter, office procedures, electronic databases) to organize and maintain documents for future reference.
17.	Log correspondence in database in order to maintain record of assignment.
18.	Maintain accurate electronic and hard copy records for auditing purposes.
19.	Contact others verbally or in writing to gather information pertinent to completing work assignments.
20.	Gather information and facts from various sources (e.g., clients, management, departmental database, field offices.) to assist in making decisions and recommendations related to inquiries and work assignments.
21.	Conduct research to retrieve and compile information and data for projects or assignments.
22.	Evaluate information to determine whether documentation or processes comply with laws, regulations or standards.
23.	Screen telephone calls to elicit information regarding nature of the inquiry, and determine appropriate personnel staff to route call.
24.	Communicate information to staff/general public regarding departmental policies and procedures.
25.	Read and analyze laws, rules, and procedures in order to determine the proper response to an individual or a set of information.
26.	Read and interpret technical materials pertaining to departmental or program operations (such as policies and procedures, law, contracts, etc.) to apply information to program/project activities.
27.	Make recommendations to resolve problems or issues related to the completion of work projects or assignments.
28.	Determine work priorities and establish deadlines to ensure objectives are met effectively and in a timely manner.
29.	Prioritize the handling of problems or issues related to the progress of work projects or assignments to determine the best course of action to mitigate the impact of such issues and/or problems.(workload management)