



POSITION VACANCY NOTICE

CITY OF KETCHIKAN

SPECIFICS

July 15, 2026

TITLE: OFFICE SERVICES TECHNICIAN			
DEPARTMENT:	Finance	DIVISION:	Treasury & Customer Service
STATUS:	Regular Full-Time	HOURS/DAYS:	Monday – Friday 8:00 AM – 5:00 PM
GRADE / STEP:	342 /A - K	DUTIES:	See attached job description
HOURLY:	\$22.13 - \$25.69 DOQ	UNION STATUS:	Yes
SPECIAL REQUIREMENTS: Specialized training in accounting, bookkeeping, clerical support or a related field is desirable; one year of office support or customer service experience.			

ADVERTISING REQUIREMENTS

POSITION IS OPEN UNTIL FILLED
APPLICATIONS MUST BE RECEIVED BY CLOSING DATE
WHERE: Local Only ☐ Statewide ☐ Pacific NW ☐ National ☐
PUBLICATIONS: Ketchikan Daily News; Local Job Service; City Website

APPLICANT PROCESSING INSTRUCTIONS

FOR APPLICATION AND COMPLETE JOB DESCRIPTION CONTACT: HUMAN RESOURCES (907) 228-5631 OR ON-LINE AT: https://www.ketchikan.gov/jobs

CITY OF KETCHIKAN IS AN EQUAL OPPORTUNITY EMPLOYER

OFFICE SERVICES TECHNICIAN

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under supervision, performs various clerical tasks in support of the Finance Department.

The Finance Department provides efficient and effective services including collecting and disbursing City funds, reporting information and courteously providing related services to the City, its citizens, and customers. The Office Services Technician provides assistance and support for the customer service, accounts payable, and payroll functions of the Finance Department. The Office Services Technician works independently and must perform these duties in a manner that reflects positively on the City and the Finance Department.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Performs limited duties of the Accounting Technician – Accounts Payable and Customer Service Representative during staff absences, breaks, lunch, vacations, or as needed.
2. Prepares and scans Accounting Division journal entries into document imaging system.
3. Assists Payroll Coordinator in sorting, delivering, and filing; maintains employee files and archives as necessary; sorts, prints, and delivers payroll checks; scans timesheets into document imaging system.
4. Organizes and maintains archive listings for customer service, payroll, and accounts payable; purges files when necessary.
5. Assists with accounts payable duties, including distributing mail, entering data for invoices, and assembling voucher checks.
6. Prints, assembles, and binds budget books and other reports.
7. Completes various research tasks, filing, or other duties assigned by the Treasury & Customer Service Supervisor.
8. Assists in maintaining files for the Finance Department.
9. Purchases and maintains office supplies inventory.
10. Performs related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
Principles and procedures of record keeping and filing.
Methods and techniques of proper phone etiquette.
Customer service techniques, practices, and principles.
English usage, spelling, grammar, and punctuation.
Basic mathematical principles.
AS/400 mainframe computer operation.

Ability to:

Perform varied office and clerical support duties and tasks.
Type and enter data at a speed necessary for successful job performance.
Respond tactfully, clearly, concisely, and appropriately to inquiries related to area of responsibility.
Compile data and participate in the preparation of clear and concise reports.
Set up and maintain a variety of files and records.
Accurately count, record, and balance assigned transactions.
Operate office equipment including computers and supporting word processing and spreadsheet applications.
Plan and organize work to meet changing priorities and deadlines.
Understand and carry out oral and written instructions.
Work independently in the absence of supervision.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Equivalent to the completion of the twelfth grade. Additional specialized training in accounting, bookkeeping, clerical support, or a related field is desirable.

Experience:

One year of office support or customer service experience.

License or Certificate:

Possession of, or ability to obtain, an appropriate, valid driver's license.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting; frequent interaction with other municipal employees, customers, the general public, and vendors doing business with the City.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach,

and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

Grade: 3-42

Union: Yes/GGU

FLSA: Non-Exempt

Date Approved: April 2, 2001

Date Amended: June, 2007 (*Johnson & Associates*)

Date Reviewed: August 2019

Human Resources Manager Approval

City Manager Approval