



Rio Grande Council of Governments Job Description

Title: Local Governments Technician FLSA Classification: Non-Exempt
Division: Administration Class No.: 111
Pay Group: 4

Summary of Position

Performs administrative office support activities to Local Governments, a unit of Administration. Duties include providing operational support to the business and tourism programs.

Organizational Relationships

Reports to: Executive Director
Directs: This is a non-supervisory position
Other: Has frequent contact with the general public, government agencies, organizations, vendors, and Council of Governments staff.

Scope of Work

Essential Duties for business program:

- Assists with scheduling training and information sessions, partner meetings, and business visits;
- Assists in sharing Texas Workforce Commission labor market information, tools and resources with partners, agencies, educators, businesses and job seekers;
- Assists in scheduling monthly “training academies”, guided meetings, and information sessions;
- Assists in scheduling visits with rural businesses to obtain industry insight and workforce needs; and
- Assist in hosting business roundtables with common businesses (in collaboration with Workforce Solutions Borderplex Business Services Unit).

Essential Duties for tourism program:

- Responds to telephone or written inquiries from the general public, public and private agencies;
- Gathers tourism data from County Treasurer’s Office; and
- Assists in supporting other Tourism activities as needed.

Responsibilities:

- Reports entry access problems, telephone system and information technology asset malfunctions and any potential building hazards or faults in accordance with Rio Grande Councils of Governments policies and procedures.

Qualifications:

- Must have a High School diploma or equivalent, two years of office support experience and one to year of customer service experience.
- Must be able to communicate effectively in both English and Spanish.
- Must be able to type.
- Must pass a background investigation.



Knowledge of:

- Techniques for effective interpersonal communications;
- English usage, grammar, punctuation and spelling;
- The practices of modern office procedures; and
- Microsoft Windows operating systems and Microsoft Office products such as: Outlook, Excel and Word.

Skills

- Be organized, efficient, and detail oriented;
- Possess accurate typing and strong writing skills; and
- Maintain a pleasant personality and courteous telephone voice while serving as backup receptionist.

Abilities

- Identify available resources;
- Participate in program planning, including providing support and technical assistance;
- Maintain required documentation and present complex issues to agencies and the public;
- Provide clear, concise oral and written communication;
- Follow oral and written instructions;
- Work in a fast paced environment with a demonstrated capability to prioritize multiple tasks and meet deadlines; and
- Develop reasonable proficiency with all job functions and office equipment.

Each and every position at the Rio Grande Council of Governments requires the following professional skills and abilities as key and necessary elements of performance:

- Demonstrate regular and reliable attendance;
- Maintain effective interpersonal communications and exercise a calm and patient demeanor when dealing with staff, the public, other agencies and vendors;
- Maintain strict confidentiality; and
- Project positive support of their division and the organization at all times.

Certificates and Licenses Required: Must have a valid driver's license and vehicle insurance

Physical Demands: Performs tasks requiring both sitting and standing for extended periods of time, and may require walking for short periods at a time; may require occasional bending, stretching, reaching, twisting, kneeling, squatting, and extension of the arms; lifting or carrying of light to moderate equipment or supplies weighing up to 35 pounds; requires hand and finger dexterity sufficient to use computers and standard office equipment to perform assignments.

Work Environment: office setting

Job Location: Alpine, Texas

Equipment: computer, typewriter, copy machine, fax machine, telephone switchboard and other office equipment related to job performance.



Note: The information contained is intended to provide a general description of the nature and level of work to be performed by employees and shall not be construed as an exhaustive and all inclusive list of duties, responsibilities, skills and requirements and is subject to change at the discretion of the Rio Grande Council of Governments.

**In accordance with the Americans with Disabilities Act (ADA), this job description does not take into account potential reasonable accommodations.*