

VALLEY CENTER MUNICIPAL WATER DISTRICT
ADMINISTRATIVE ASSISTANT III

DEFINITION

Under general supervision, incumbents are fully competent to provide a variety of high level clerical and administrative support duties which may include but are not limited to customer service, typing, word processing, record keeping and filing.

CLASS CHARACTERISTICS

Administrative Assistant III is the advanced-level class in the series, distinguished from the lower classifications by the relative independence with which duties are performed. It is distinguished from the Administrative Assistant I/II classes which perform primarily receptionist, clerical, customer service and office support duties. Incumbents are fully competent and perform the full range of high level administrative activities in support of a department to include: receiving incoming calls; interact with internal and external customers; conducting research, maintaining and updating policy manuals; typing and preparing correspondence; and preparing reports and technical documents. In addition to general secretarial skills, incumbents in this class will have demonstrated Department specific skills related to the department in which they work, and may provide direction to other support staff.

ESSENTIAL DUTIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to this position.

Not all Essential Duties may be performed by the incumbent. Some Essential Duties are dependent upon the Department assignment.

Performs high level secretarial, clerical and administrative work for the District involving the use of considerable independent judgment.

Creates, types, formats, edits, revises, proofreads, tracks, and prints a variety of narrative, statistical, and technical documents and reports, which may also require the use of arithmetic calculations and consolidating material from several sources including correspondence, memoranda, requests for proposals, agreements, contracts, and other documents and materials ranging from routine to complex; types from rough notes, drafts, and brief oral instructions; summarizes information and prepares correspondence; proofreads and checks printed materials for accuracy, completeness, compliance with District policies, and correct English usage, including punctuation and spelling.

Compiles materials for meetings, prepares agendas, attends such meetings to take notes and distributes accordingly; receives telephone calls and takes messages; provides factual information regarding District activities and functions.

Creates and maintains databases of records, lists, and projects; updates, organizes, indexes and cross-references files; maintains a variety of records, logs, rosters, and registers; coordinates training and scheduling; creates standard statistical spreadsheets; designs and revises forms, charts, and graphs; coordinates physical and vaccination appointments; maintains records and processes forms, such as purchase requisitions and orders.

Coordinates, arranges and confirms travel arrangements for departmental staff as needed.

Prepares invoices and deposits; obtains quotes for equipment and services.

Maintains critical deadlines and coordinates activities with those of other District units to assure completion of the work.

Provides administrative support for managers, supervisors, and staff, which includes: answering telephone lines, determining nature of call, directing callers to proper person/department by telephone or the District's radio communication system; recording and processing emergency customer service requests; providing information; taking messages as appropriate and ensures a high level of customer service. May also provide assistance to other departments as necessary.

Receives and records payment, and other monies, and issues receipts; verifies and posts details of transactions, such as funds received and disbursed and totaling receipts.

Establish and maintain cooperative working relationships with co-workers, outside agencies, and the public.

Observes and complies with all District mandates, safety rules, regulations, and protocols.

Performs other duties as assigned.

QUALIFICATIONS GUIDELINES

Knowledge of: Techniques used in dealing with customers in person and over the phone; standard office administrative practices and procedures, including business writing and the operation of standard office equipment; basic functions and organization of local governments; principles and practices of record keeping, methods and techniques of generating reports and preparing business communication; correct English usage, including spelling, grammar, punctuation and vocabulary; modern equipment and communications tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to: *Some abilities are dependent upon the department assignment and may not be specifically required of every incumbent-* Deal tactfully and effectively with customers and others both in person and over the phone; provide varied secretarial, clerical and office administrative assistance to department staff; use initiative and independent judgment within established guidelines; research, compile and summarize a variety of informational materials; compose correspondence and perform clerical and related assignments from brief oral or written instructions; organize work, set priorities and follow up assignments with a minimum of supervision; learn District functions, personnel and the specific policies and procedures related to the work; work effectively, meet deadlines and maintain attention to detail despite frequent interruptions; type accurately at a rate of 60 words per minute from printed copy; learn and use Computerized Maintenance Management System (CMMS) and Enterprise Resource Planning (ERP) software on desktop and mobile platforms; communicate clearly and concisely, both orally and in writing, and be understood while using the District's radio communication system; and, establish and maintain effective working relationships with other employees and those contacted in the course of the work.

EDUCATION, EXPERIENCE, LICENSES AND CERTIFICATIONS

Education: Equivalent to a High School Diploma

Experience: A minimum of three years of responsible secretarial and office administrative experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. Secretarial or business training and experience in dealing with representatives of business or community organizations is desirable.

License and Certifications: California Class C Driver's License. Notary Public Certification is highly desired.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment described here are representative of those that must be met by an incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands: While performing the duties of this job, an incumbent is regularly required to sit, talk or hear, in person and by telephone; use hands repetitively to operate finger, handle, or feel standard office equipment; and reach with hands and arms. Incumbent is frequently required to walk, stand, kneel and bend and lift up to 25 pounds. Specific vision abilities required by this position includes close vision and the ability to adjust focus to computer monitors and other standard office equipment.

Work Environment: Incumbents are not substantially exposed to adverse environmental conditions. Work is performed mostly in office settings. The noise level is usually quiet to moderate.

POSITION DESCRIPTION APPROVED:



General Manager

9/17/2020
Date