

VALLEY CENTER MUNICIPAL WATER DISTRICT

ADMINISTRATIVE ASSISTANT I, II

DEFINITION

Under immediate supervision, incumbents perform a variety of routine to difficult administrative, office support, customer service, and records management functions.

CLASS CHARACTERISTICS

Incumbents are responsible for performing routine activities in support of Finance, Operations, and Engineering. Incumbents will receive incoming phone calls, interact with internal and external customers, maintain and edit a variety of documents ranging from general correspondence to reports and spreadsheets, maintain databases, and perform related duties as assigned.

Administrative Assistant I is the entry level class in the Administrative Assistant series. Initially under close supervision, incumbents perform the more routine duties while learning District policies and procedures and becoming familiar with the variety of departmental systems and practices. Incumbents may advance to the higher level of Administrative Assistant II after gaining experience and demonstrating proficiency which meet the qualifications of the higher level.

Administrative Assistant II is distinguished from the lower classification by the relative independence with which duties are performed. Incumbents perform a greater diversity of specialized assignments requiring the application of terminology, policies, practices, and procedures.

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.

Positions at the Administrative Assistant I level may perform some of these duties and responsibilities in a learning capacity.

Answers telephone lines and the District radio, determines nature of call; records and processes emergency customer service requests and service orders; directs callers to proper person or department, provides information to callers, or takes messages as appropriate; ensures a high level of customer service and provides factual information regarding District activities and functions.

Greets, screens, and refers visitors at the District office; responds to requests for information and complaints from customers and the public; refers to appropriate staff and/or takes/recommends action to resolve the issue.

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

Composes and types correspondence, reports, forms and specialized documents from drafts, notes, dictated tapes, or brief instructions using word processing or other software; proofreads and checks printed material for

accuracy, completeness, compliance with policies, and correct English usage including grammar, punctuation and spelling; enters, edits, and retrieves data and prepares reports from on-line or personal computer system following established formats.

Prepares and updates a variety of reports which may require arithmetic calculations and consolidating data from several sources; researches and compiles information; maintains records and processes forms such as attendance, purchase requisitions and work orders.

Provides administrative support for managers, supervisors, and staff, which includes: establish and maintain office files; operate standard office equipment, including personal or mainframe computers; open and distribute mail, process outgoing mail; make travel arrangements; maintain general office supplies and review requisition forms to ensure receipt of ordered supplies; receive or refer office equipment repair requests to appropriate staff or vendor. May also provide assistance to other departments as necessary.

May maintain State water certification records for field employees, which includes sending out continuing education reminder letters, paying renewal fees, and maintaining copies of certifications.

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 on 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; learn and use Computerized Maintenance Management System (CMMS) and Enterprise Resource Planning (ERP) software; 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: Administrative Assistant I & II – Equivalent to a High School Diploma.

Experience: Administrative Assistant I- A minimum of one year of general office experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Administrative Assistant II- A minimum of two years of general office or office assistant experience equivalent to an Administrative Assistant I.

License and Certifications: California Class C Driver's License

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



Date