

VALLEY CENTER MUNICIPAL WATER DISTRICT
SENIOR ADMINISTRATIVE ASSISTANT

DEFINITION

Under general direction of the Department Head, incumbents are fully competent to independently perform a variety of complex administrative support duties.

CLASS CHARACTERISTICS

Incumbents are responsible for performing highly complex administrative support activities in support of a department head to include: receiving incoming calls; interacting with internal and external customers; conducting research, maintaining and updating policy manuals; providing support for capital improvement or new developer projects; preparing reports; preparing contracts and other technical documents; assigning and monitoring work of lower level staff; assisting with right-of-way acquisitions; and, assisting with budgets. Incumbents may be required to serve as backup to the Secretary to the Board.

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.

Provides lead direction for lower level administrative support staff; provides instruction and training to less experienced workers, and ensures a high level of customer service.

Performs complex secretarial, clerical and administrative work for the District involving the use of considerable independent judgment; composes, types and prepares correspondence, reports, forms and specialized documents from drafts, notes, dictated tapes, or brief instructions, which may include confidential materials; proofreads and checks printed materials for accuracy, completeness, compliance with District policies, and correct English usage, including punctuation and spelling.

Creates, types, formats, edits, revises, proofreads, tracks, and prints a variety of narrative, statistical, and technical documents and reports, which may 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.

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 time cards, purchase requisitions and orders.

Prepares travel and training requests; confirms travel arrangements for conference and business trips; compiles expense reports and prepares post travel memoranda.

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

Maintains and monitors department expenses and related reports; provides office and administrative support to the department head in budget preparation; prepares invoices and deposits; audits time sheets; prepares related financial reports; obtains quotes for equipment and services.

Provides and interprets information and handles issues which may require sensitivity and the use of sound judgment and interpretation of policies and procedures.

Relieves department head of certain duties by transmitting information and keeping the department head informed of pertinent matters; prioritizes and organizes own work, maintains critical deadlines and coordinates activities with those of other District units to assure completion multi-faceted projects.

Prepares and revises policy and procedures manuals.

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.

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: Supervisory principles and practices; techniques used in dealing with the public, 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; basic knowledge of OSHA and Cal-OSHA regulations; record keeping, report preparation and filing methods; 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 and often confidential secretarial, clerical and office administrative assistance to department heads; 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 an Associate's Degree in business administration or a related field.

Experience: A minimum of four years of progressively responsible administrative support experience in area assigned; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. Direct experience in dealing with representatives of business or community organizations is highly desirable.

License and Certifications: California Class C Driver's License, Notary Public Certification highly preferred.

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