

**ADMINISTRATIVE ASSISTANT**

**DEFINITION**

Provides various office administrative and paraprofessional support to the General Manager, Wastewater and Solid Waste Departments (Departments) and related management, professional, and operational staff, performs technical support work for the district such as payroll; and performs related work as assigned.

**SUPERVISION RECEIVED AND EXERCISED**

General supervision is provided by the General Manager or Administrative Services Supervisor. Project direction may be provided to office support staff.

**CLASS CHARACTERISTICS**

This is a fully experienced paraprofessional classification. Responsibilities require the frequent use of tact, discretion, and independent judgment as well as knowledge of departmental and District activities. The work requires the interpretation and application of policies, procedures and regulations and involves frequent contact with the public. This class is distinguished from other office administrative classes in that the nature, scope, and diversity of responsibilities originating at this level of responsibility requires a broader understanding of District functions and the capability of relieving the General Manager and department heads of day-to-day office administrative and coordinative duties.

**EXAMPLES OF DUTIES** (Illustrative Only)

- Oversees and ensures that the administrative functions of the General Manager's and department heads offices are effectively carried out.
- Attends to a variety of office administrative details, such as keeping informed of District activities, transmitting information, administering the drug and alcohol testing program, arranging for equipment purchase and maintenance and attending meetings.
- Prepares the bi-weekly District payroll; verifies time and leave figures and enters data into an appropriate automated system.
- Receives and screens visitors and telephone calls; provides information to District staff, other organizations and the public, requiring the use of judgment and the interpretation of policies, rules, procedures and ordinances.
- Performs project research; may prepare technical reports, issues permits and performs other technical work related to District activities.
- Prepares detailed and often confidential correspondence, reports, forms, invitations, graphic materials and specialized documents from drafts, notes, brief instructions, corrected copy, or dictated tapes; proofreads materials for accuracy, completeness, compliance with District policies, format and English usage, including grammar, punctuation and spelling.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment and multi-line telephones; may operate other department-specific equipment.
- Organizes and maintains various administrative, confidential, reference and follow-up files; purges files as required.

- Coordinates special projects that vary depending on the needs of the District.
- Processes invoices for payment, verifying receipt of goods, comparing to purchase orders, accuracy of calculations and printing of checks.
- Processes positive pay transactions for online banking fraud protection.
- Processes signed checks for mailing.
- Process ACH and wire transfers.

#### **Depending Upon Assignment**

- May act as the Clerk of the Board of Directors; prepares, receives and maintains all official District records.
- May act as Deputy Registrar, accepting and processing Nomination Packets for Board Member candidates every other election year during even years.
- May maintain a calendar and coordinates the schedule of the General Manager and department heads with those of the members of the Board of Directors and other District supervisory staff, representatives of other organizations and the public; makes travel arrangements as required.
- May process transactions for bond administration.
- May provide a variety of support to the District Board and committees; prepares and distributes agenda packets; prepares resolutions and ordinances; may attend meetings and prepare minutes; and follows up on decisions as required.
- May arrange meetings by scheduling rooms, notifying participants, arranging for refreshments as appropriate and preparing agendas; ensures information is compiled and duplicated; arranges District-sponsored activities for employees.

### **QUALIFICATIONS**

#### **Knowledge of:**

- Basic organization and function of public agencies, including the role of an elected District Board.
- Codes, regulations, policies, technical processes and procedures related to District activities.
- Standard office administrative and paraprofessional practices and procedures, including the use of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Taking and preparing meeting minutes.
- Computer applications related to the work, including word processing, database, presentation and spreadsheet applications.
- Records management principles and practices.
- Business arithmetic and basic statistical techniques.
- Techniques for providing a high level of customer service to public and District staff, in person and over the telephone.

#### **Skill in:**

- Providing varied, confidential and responsible paraprofessional and office administrative work requiring the use of independent judgment, tact and discretion.

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- Responding to and effectively prioritizing multiple phone calls, visitors and other requests or interruptions.
- Interpreting and implementing policies, procedures, technical processes and computer applications related to the department or organizational unit to which assigned.
- Analyzing and resolving office administrative and procedural concerns.
- Performing basic research and preparing reports and recommendations.
- Composing correspondence and reports independently or from brief instructions.
- Making accurate arithmetic and statistical calculations.
- Using English effectively to communicate in person, over the telephone and in writing.
- Using initiative and independent judgment within established policy and procedural guidelines.
- Organizing own work, coordinating projects, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
- Taking a proactive approach to customer service issues.
- Making process improvement changes to streamline procedures.
- Word processing at a net speed of 50 words per minute from printed copy.
- Taking notes rapidly and accurately transcribing own notes.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

**Education and Experience:**

Equivalent to graduation from high school with supplemental business school or applicable college-level course work and three years of responsible office administrative, paraprofessional and/or general clerical experience. Experience in dealing with the public and working in a public agency setting is desirable. Possession of Associates of Arts degree from a business or community college in an appropriate curriculum is desirable and may be substituted for the experience on a year-for-year basis.

**Interpersonal Effectiveness:**

Ability to work effectively in a team-based organization focused on continuous improvement; establish and maintain a positive customer service attitude and effective working relationships with customers; demonstration of strong two-way communication skills, including the ability to listen, explain, and facilitate; ability to ask for input; offer help without being asked; accept suggestions; work with others to solve problems; and provide recognition and encouragement.

**License and Certification:**

Must possess a valid California class C driver's license and have a satisfactory driving record. Must possess or obtain Cardiopulmonary Resuscitation and First Aid certificates within a time period specified by the District.

**Other Requirements:**

Willingness and ability to work scheduled and emergency overtime; and attend meetings, workshops, and seminars during work and non-work hours as assigned.

May be required to be a commissioned Notary Public of the State of California.

**Physical Requirements:**

Be able to possess mobility to work in a standard office setting and to use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Mental and physical ability to read fine print and computer monitors; converse in person and over the telephone; use a computer keyboard and calculator; sit for long periods of time, bend, stoop, stretch and reach; and strength and stamina to safely lift and carry up to 30 pounds.

**Work Environment:**

Works indoors, using computer monitor, works around others, works alone, works with others. May rarely work outdoors.