



October 2021
FLSA: NON-EXEMPT

ADMINISTRATIVE ASSISTANT

DEFINITION

Under the general direction of the Administration Supervisor, the Administrative Assistant is responsible for attending to visitors and customers with inquiries on the phone and also in the office. The Administrative Assistant performs various administrative and secretarial functions that include but are not limited to the following:

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from the Administration Supervisor. No direct supervision of staff is exercised.

CLASS CHARACTERISTICS

This is an entry level to experienced-level class within the District's Administration Division. Incumbents are expected to perform a wide variety of customer service duties and will be required to work independently and use sound judgment. The work requires application and interpretation of policies, procedures, and regulations and involves frequent contact with the public.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Direct incoming telephone calls to the appropriate destination
- Greet all customers and visitors to the District
- Customer Relations: communication with customers regarding various issues
- Accounts Receivable: post payments to the customer accounts (3,000+ customers a month plus availability billing), prepare the daily deposit
- ACH Debit Processing: Correctly withdrawing customer billing amounts from their checking or savings account and depositing into the District account on the first of every month.
- Electronic Payment Processing: Correctly posting the payments received daily through the Electronic Payment Program.
- Process any water/sewer complaints and issues
- Process work orders as well as leak reports for the water department and emergency sewer reports for the sewer department

- Process sewage dumping permits
- Deposit cash receipts to the bank on rotation schedule
- Balancing the District cash drawer on a daily basis
- Deliver mail to the Post Office as well as pick up the District mail on rotation schedule
- Distribute District mail internally
- New Construction/Additions: Process the plans, prepare water, sewer, and fire availability letters, ensure the plans are delivered to the proper department to be filled out and once returned, to contact the customer to pick up the finished letters
- Provide the Administration monthly District calendars, as well as the annual District calendars.
- Maintain supplies and ordering of supplies for all District Departments
- Maintain Copy/Scan/Fax Machine and supplies
- Completion of miscellaneous projects and reports for the District Departments
- Correspondence
- Filing: File the customer correspondence, and District documents. Ensuring the District file Retention is up to date and organized.
- Support: Assists the Billing Clerk with billing, door tags, lock orders, etc. Also provides support to Supervisors and other staff when needed
- Annually prepare the unimproved property accounts for the Availability Billing
- Billing for the Upstream users

QUALIFICATIONS

Knowledge of:

- Administrative and clerical procedures
- Computers and relevant software applications
- Proficiency with Microsoft Word, Excel, and Outlook
- Customer service principles and practices
- Keyboard skills
- Maintain verbal and written communication skills
- Information management

Ability to:

- Respond to and effectively prioritizing multiple phone calls and other requests for service.
- Interpret, apply, and explain policies and procedures.
- Compose correspondence and reports independently or from brief instructions.
- Establish, maintain, and research files.
- Make accurate arithmetic, financial and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.

- Compose, edit, save, and organize documents, spreadsheets and email correspondence using Microsoft Word, Excel, and Outlook.
- Maintain accurate logs, records and basic written records of work performed.
- Follow department policies and procedures related to assigned duties.
- Understand and follow oral and written instructions.
- Organize own work, set priorities, and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.
 - Organizing and planning
 - Attention to detail
 - Initiative and reliability

CAREER OBJECTIVES

The Administrative Assistant is expected to maintain excellent Customer Relations, have extensive problem solving and communication skills, and to always conduct themselves in a professional manner.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade and two (2) years of experience in customer service, maintaining financial and accounting records, and/or office support. College coursework or other specialized training in accounting is desirable.

License:

- Valid California class C driver's license with satisfactory driving record may be required

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to

retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may interact with other staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

May be required to work on evenings and/or weekends to attend various community meetings and events.