



## **ADMINISTRATIVE ASSISTANT I/II**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **DEFINITION**

Under general supervision, performs a wide variety of responsible and complex administrative and technical duties in support of assigned departments; prepares a variety of fiscal, administrative, operational reports, and provides a variety of information to other agencies, District staff, and the general public.

Incumbents perform a wide variety of specialized clerical duties, communications, and other functions within the assigned department. Incumbents are expected to independently perform a full range of duties with only occasional instruction or assistance and usually exercise some independent initiative, discretion, and judgment in matters related to work procedures and methods.

### **DISTINGUISHED CHARACTERISTICS**

**Administrative Assistant I** - Incumbents assigned to this level perform routine administrative support functions under general supervision, while exercising discretion and independent judgment within established guidelines.

**Administrative Assistant II** - Incumbents perform the full range of administrative support under less supervision, while exercising discretion and independent judgment within established guidelines.

### **SUPERVISION RECEIVED AND EXERCISED**

Direct supervision is received from the assigned Department Head and/or the assigned Division Manager.

### **ESSENTIAL AND MARGINAL FUNCTION STATEMENTS**

Essential and other important responsibilities and duties may include, but are not limited to, the following:

#### **Essential Functions:**

1. Serves as Administrative Assistant for an assigned department; assists in planning and coordinating day-to-day operations, functions, and services; directs, coordinates, and reviews assigned activities including assigned administrative support and technical areas.
2. Performs a wide variety of responsible administrative duties for management staff and other division staff as assigned, relieves the department head or manager of administrative work, and attends to a variety of administrative details to ensure smooth operations of the assigned department or division in serving its customers.

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### ***Essential Functions (continued):***

3. Serves as a primary contact for the assigned department or division and may serve as a liaison to the general public, outside agencies, and organizations; screens office calls and greets visitors; processes mail including receiving, sorting, and distributing incoming and outgoing mail and facsimiles for assigned area; provides information and assistance including responding to requests and inquiries from customers and the public for information and assistance.
4. Performs accounts payable functions; processes check requests, reconciles District credit cards and prepares expense reports; assigns appropriate account number and work order codes; prepares purchase orders, receives invoices, and process payments as necessary.
5. Types and/or drafts a wide variety of administrative, memorandum, financial, and technical documents and reports from drafts, notes, dictation, or brief oral instructions using word processing software; proofreads or independently composes correspondence and reports related to assigned area of responsibility.
6. Directs and participates in the maintenance of a calendar of meetings, events and various functions for assigned staff; coordinates activities with other District departments, the public, and outside agencies; participates in coordinating and processing staff travel arrangements for conferences, seminars, or workshops attended by Division Manager and/or staff.
7. Initiates, organizes, and maintains the assigned department filing systems and records, which may include highly sensitive or confidential files; establishes, makes entries, and maintains assigned files.
8. Operates a variety of office equipment and software including a copier, facsimile, adding machine, postage meter, and scanner; utilizes various computer applications and software packages; maintains and generates reports.
9. As assigned, conducts, attends and may participate in meetings and committees; schedules and coordinates meetings and prepares agendas for meetings as necessary; represents the District at community meetings and events and participates in less complex public information and community outreach initiatives and activities; provides logistical support to planned group meetings including arrangements for site facility, parking, notification of participants, and other similar duties.
10. Performs administrative activities of routine and moderate difficulty in support of assigned department; which may include developing and updating a variety of databases and ability to perform complex mailing distributions.
11. As assigned, assists with designs of exhibits or similar materials, creates text and graphic layouts of internal and external communication pieces and collateral materials, including pamphlets, flyers, fact sheets, brochures, invitations, and giveaway/collateral materials.
12. As assigned, handles development, and update on an on-going basis the District's website and intranet basis; interacts with the web server and provides technical updates, support of text, photos, charts, and graphs and other assigned departmental updates.
13. Reads, understands, and ensures compliance with the District's safety manual; attends safety meetings as required; reports all accidents, violations, or infractions to supervisor.
14. Regular attendance at the work site.

## **Administrative Assistant I/II**

### **Marginal Functions:**

1. Participates and oversees catering/meal services, and other preparation for training, meetings, and workshops.
2. As assigned, prepares production and distribution reports; develops spreadsheets; designs, develops and creates supporting materials and collaterals, including promotional pieces, reports, guides, brochures, print/graphic materials, fact sheets, flyers and other various reports and materials for management.
3. As assigned, assignments may require the ability to work evening, weekend events, meetings and or other functions.
4. Perform related duties and responsibilities as required.

### **Government & Public Affairs Team**

The Community & Outreach Team is responsible for an array of programs to help the community learn about and understand our local water supply, infrastructure, and related issues. The team is essential in providing outreach programs, events and workshops, including the Environmental Learning Center, school programs and presentations, Landscape Workshops, the Water Savvy Landscape Contest and Tour, Earth Day, and Treatment Plant Tours. The incumbent reports to the Government & Public Affairs Manager, but also assists the Government & Public Affairs Supervisor and Government & Public Affairs Representatives. Additional examples of duties for the Administrative Assistant on this team include:

- As assigned, coordinate and set-up displays and exhibits for community fairs; organize and staff information booths and maintain supplies for distribution at public outreach or school education events; participate in event planning with other community organizations.
- Create and disseminate District communication items such as customer newsletters, fact sheets, bulletins, informational brochures, billing inserts, and letters.
- Interact with customers in-person or over the phone, at District offices, or out in the community. Have an understanding of the District's position on a number of issues and be able to communicate this position to the public, including drought, water conservation, rebate programs, education and tour programs, and other relevant programs and projects.
- Assemble materials for classroom/instructional use and provides teacher with education program follow-up information by preparing labels and organizing materials for mailings as directed. Interact with teachers and school district administrators in-person and over the phone, including at District offices, out in the community, at special events, and at school district meetings as needed.
- As assigned, utilize Facebook, Twitter, YouTube, etc. to support day-to-day social media marketing and campaigns. Compile data across several social media platforms and create reports. Manage social communities by writing or posting content, and responding to or interacting with customers.

### **Financial & Technology Services Team**

The Financial & Technology Services Team is responsible for a wide variety of external and internal services, including the development of the Annual Operating and Capital Improvement Budget, the Comprehensive Annual Financial Reports, the District Financial Policies, and bids for purchasing. The incumbent reports to the Director

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### ***Financial & Technology Services Team (continued)***

of Finance & Technology Services, but also assists the Finance Manager, Customer Service Manager, Information Technology Manager and other supervisory staff. Additional examples of duties for the Administrative Assistant on this team include:

- Maintain comprehensive calendar of internal and external activities and coordinates meetings and schedules for the department.
- Conduct review and analysis of reports and other technical documentation to support departmental needs, including summarizing requirements and identifying deliverables for departmental response.
- Respond to difficult and sensitive public inquiries and complaints.
- Process high volumes of information while also evaluating and editing staff reports, and drafting official meeting minutes.
- Comprehensive knowledge of expense report, auditing, policies, and compliance procedures.

### ***Engineering and Planning Team***

The Engineering and Planning Team supports the public needs of developers – permits, plan checks, inspections, and construction of all new capital and private development potable water, recycled water, and sewer projects. Engineering staff also manages the District's Geographical Information Systems (GIS) network, as well as ensures compliance with the District's pretreatment/source control program. The incumbent reports to the Engineering Managers, and other supervisory staff. Additional examples of duties for the Administrative Assistant on this team include:

- Schedule pre-construction conferences and document information covered; update databases and maintain records.
- Monitor and maintain inventories of supplies and materials; prepare requisitions and check requests; purchase supplies and materials.
- Prepare, edit, and format weekly and monthly reports, technical worksheets, tables, and computations; establish, maintain, and track pending projects.
- Maintain, track and process, license and certification renewals for assigned department staff.

### ***Operations Team***

The Operations Team includes Water, Wastewater, Facilities, Fleet, Treatment and Production who are responsible for ensuring the proper care and preservation of District assets which includes ensuring regulatory standards are upheld, providing quick and effective response to ensure reliability in water delivery, operating and maintaining water treatment plants, and providing reliable water delivery and service to customers. The incumbent reports to the Director of Operations, but also assists the Construction & Maintenance Manager, Water Production Manager, Water Treatment Plant Manager, and other supervisory staff. Additional examples of duties for the Administrative Assistant on this team include:

- Participate in the annual preparation of reports including complex data compiling, filing of permits, and other regulatory items.

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### **Operations Team (continued)**

- Establish and maintain a variety of files and records in systems for retrieval by staff. Coordinate records management lifecycle processes, including creation, maintenance, destruction, and related recordkeeping.
- Prepare, edit, and format weekly and monthly reports, technical worksheets, tables, and computations; establish, maintain, and track pending projects in database.
- Follow up with relevant staff to resolve discrepancies and inconsistencies; receive and input data; generate and distribute monthly reports; generate special reports periodically or upon request.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

#### **Knowledge of:**

Computer operation and standard use of applicable software such as Microsoft Word, Excel, PowerPoint, desktop publishing, and related databases.

Principles and practices of fiscal, statistical, and administrative research and report preparation.

Principles and practices used to establish and maintain files.

Principles of business letter writing and basic report preparation.

Methods and techniques of proper phone etiquette.

Customer service techniques, practices, and English language, spelling, grammar, and punctuation.

#### **Ability to:**

Perform responsible and difficult administrative support and clerical duties involving the use of independent judgment and personal initiative.

Plan and organize work to meet changing priorities and deadlines.

Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.

Work independently in the absence of supervision.

Work collaboratively as a member of a self-directed work team.

Understand and follow oral and written instructions.

Operate office equipment including computers and supporting word processing and spreadsheet applications.

Independently prepare correspondence and memoranda.

Type accurately and at a speed necessary for successful job performance (45-60 WPM).

Maintain confidential records and reports.

Operate and use modern office equipment, including a computer.

Communicate clearly and concisely, both orally and in writing.

Work cooperatively with other departments, District officials, and outside agencies.

Establish and maintain effective working relationships with those contacted in the course of work.

Exercise good judgment and maintain confidentiality regarding critical and sensitive information, records, and reports.

Maintain effective audio/visual discrimination and perception to the degree necessary for the successful performance of assigned duties.

Maintain mental capacity, which allows the capability of making sound decisions and demonstrating intellectual capabilities.

Maintain physical condition appropriate to the performance of assigned duties and responsibilities.

## **Administrative Assistant I/II**

### **REQUIRED QUALIFICATIONS**

#### **Experience and Training Guidelines**

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

#### ***Administrative Assistant I***

**Experience:** One (1) or more years of progressive administrative experience. Experience in a government or public utility is desirable.

**Education/Training:** Equivalent to the completion of the twelfth (12<sup>th</sup>) grade. Supplemental specialized administrative training, accounting, or a related field is desirable; OR an equivalent combination of education, training and experience.

Completion of, or ability to complete within one (1) year of appointment, either:

- (a) three (3) semester units, or four quarter units of coursework in professional administrative assistance, business technologies, office management, accounting or finance at an accredited college or university, or
- (b) forty-five (45) contact hours of instruction in administrative assistance, business technologies, office management, accounting or finance at a recognized vocational or adult school, or an equivalent program of instruction acceptable to the District.

**License:** A valid Class C driver's license issued by the State of California and the ability to maintain insurability under the District's insurance program.

#### ***Administrative Assistant II***

**Experience:** Three (3) or more years of progressive administrative support in assigned department or division. Experience in government or public utility is desirable.

**Education/Training:** Possession of either, a Professional Administrative Assistant certificate, an Associate or Bachelor's degree from an accredited college or university with major course work in business, public administration or a related field; OR an equivalent combination of education, training and experience.

#### **Certificate:**

Possession of a Certified Administrative Professional certificate (CAP) from the International Association of Administrative Professionals (IAAP) is highly desirable.

**License:** A valid Class C driver's license issued by the State of California and the ability to maintain insurability under the District's insurance program.

### **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

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

## **Administrative Assistant I/II**

### **Environment:**

Standard office setting; frequent interaction with District staff and the general public.

### **Physical:**

While performing the duties of this class, employees are regularly required to sit, walk, and stand; talk or hear, in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms. Employees are occasionally required to walk, and stand for prolonged periods; stoop, bend, kneel and twist; regularly lift up to ten (10) pounds and occasional lift twenty-five (25) to fifty (50) pounds.

### **Mental:**

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret situations; learn and apply new information or skills; perform highly detailed work; work on multiple concurrent tasks; work with frequent interruptions; work under intensive deadlines; interact with District managers, staff, vendors, the public and other encountered in the course of work.

### **Vision:**

See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate assigned equipment.

### **Hearing:**

Hear in normal audio range with or without correction.

**JOB STATUS:** Non-Exempt  
**DATE ADOPTED:** July 2002  
**DATE MODIFIED:** November 2021

Safety Sensitive Position