



## CLASSIFICATION SPECIFICATION

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### ADMINISTRATIVE ASSISTANT

#### DEFINITION:

Under general supervision, performs highly responsible administrative duties for a department head or Assistant General Manager in support of a major function including Administration, Conservation and Public Affairs, Engineering, or Field Operations; maintains official District records related to assigned function; coordinates assigned activities with outside agencies; performs difficult and complex office support work; and performs other duties as assigned.

#### DISTINGUISHING CHARACTERISTICS:

This is the advanced journey level class in which incumbents perform highly responsible administrative duties for a department head or the Assistant General Manager in support of a major function. Incumbents assigned to this class work with substantial independence and assume responsibility for the most complex duties associated with administrative support and record keeping based on extensive knowledge of District operations, policies, procedures and practices. Incumbents are well versed in creating, maintaining and extracting data from specialized database and spreadsheet programs, as well as other programs unique to the District and department served.

#### SUPERVISION RECEIVED/EXERCISED:

Receives general supervision from the Assistant General Manager, Conservation and Public Affairs Officer, Engineering Projects Manager, or Superintendent of Field Operations, as assigned.

#### ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

*Class specifications are only intended to present a description summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not** include all duties performed by individuals within a classification. In addition, specifications are intended to outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of the incumbents within the class.*

- Performs highly responsible, confidential and complex administrative, secretarial and office support functions for a Department Head or Assistant General Manager as assigned, including Administration, Conservation and Public Affairs, Engineering, or Field Operations.
- Gathers and organizes a variety of information and materials; assists in preparing and distributing various meeting agendas; attends Board and other meetings as required; assists in developing and maintaining minutes.
- Prepares correspondence, memoranda, and other items as delegated by the department head; processes and maintains records of work orders, engineering plans, contracts and related documents.
- Researches and assembles information from a variety of sources for the preparation of records and reports; makes arithmetic or statistical calculations; creates and maintains data files in spreadsheet and database formats; generates periodic and regular reports

and documents; participates in the maintenance of department records; develops forms and documents.

- Participates in numerous special projects, internal projects and meetings as assigned; maintains records of action items.
- Makes appointments, coordinates meetings, and maintains appointment calendar for the Assistant General Manager or Department Head; arranges travel and conference/seminar registrations for Assistant General Manager, Department Head, department staff and/or Board members; processes expense reports and forms.
- Schedules and organizes department staff meetings; track and prepare departmental projects and monthly activities update reports.
- Answers the telephone, receives website based inquiries, and receives office visitors; provides a variety of information about District policies, programs, and functions; handles vendor/solicitation phone calls and emails.
- Prepares letters, reports, records, and other items, and ensures accuracy, completeness, and compliance with established standards; sorts, prioritizes and responds to mail and email.
- Assists in responding to Public Records Act requests for assigned area and ensures timely response.
- Assists in the preparation of the annual departmental budget; and assists department head in the monitoring, tracking and processing of approved expenditures.
- Tracks employee time and attendance, and reconciles with time cards submitted by employees; maintains training and certification records; processes boot allowance; schedules employee physicals and random testing per Department of Motor Vehicles (DMV) and Department of Transportation (DOT) requirements; updates various employee lists, and other related tasks as assigned.
- Cross-trains, and provides administrative support in other functional areas as required based on work load and for coverage during staff absences.
- Establishes positive working relationships with representatives of community organizations, state/local agencies, District staff and Board, and the general public.
- Assumes responsibility for ensuring the duties of the position are performed in a safe, efficient manner.
- Works weekends, evenings and holidays as required to accommodate the District's needs, in addition to responding as a Disaster Emergency Service Worker.
- Performs other related duties as assigned.

**PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:**

The essential functions of this position may require the employee to perform the following

physical activities. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

- Work in an office environment with some exposure to dust, dirt, and hazardous materials.
- Stand, walk and sit for extended time periods; able to carry, push, pull, reach and lift objects of light to medium weight; hearing and vision within normal ranges.
- Communicate orally with District management, co-workers, and the public in face-to-face, one-to-one and group settings; regularly use a telephone and two-way radio for communication.
- Read and interpret complex data, information and documents; analyze and solve complex problems; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with all levels of District management, board members, other elected and appointed governmental officials, media representatives, business and community leaders, employees, the public and others encountered in the course of work.
- Operate office equipment including use of computer and keyboard; work at a desk and computer for extended time periods; look at computer monitor for extended time periods.
- Travel by vehicle while conducting company business.

**QUALIFICATIONS:** *The following are minimal qualifications necessary for entry into the classification.)*

**Education and/or Experience**

Any combination of education and experience that would likely provide the necessary knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be graduation from high school or equivalent, and three (3) years of increasingly responsible administrative support work, preferably for a high level administrator, executive or Board. Completion of college level coursework in business administration or a closely related field is highly desirable.

**License/Certificate:**

Possession of a valid Class C California driver's license and satisfactory driving record.

**KNOWLEDGE/SKILLS/ABILITIES:** *(The following are a representative sample of the KSA's necessary to perform essential duties of the position.)*

**Knowledge of:**

- Modern office practices, equipment and procedures.
- Business correspondence, filing systems, and standard office operations.
- Statistical and record keeping methods.
- Operations, procedures, policies, and precedents of the District.
- Applicable Federal, State and local laws, rules and regulations.
- Agenda preparation and distribution requirements for the District Board.

- District organization, functions and policies.
- Water and sewer related services.
- Records management methods and practices.
- Personal computer operation and related software applications including word processing, spreadsheet, database, and presentation software.
- Customer service and customer relations practices and principles.
- English usage, spelling, grammar, and punctuation.
- Research methods and techniques.
- Principles and practices of sound business communication.
- Safe work methods and safety regulations.

**Ability to:**

- Perform a variety of complex and responsible administrative support work for the Assistant General Manager, or Department Head with speed and accuracy.
- Prepare agenda, minutes, and records for the Board or other groups.
- Take notes and prepare minutes of meetings.
- Keyboard at a minimum speed of 50 words per minute.
- Perform research and prepare documents and reports.
- Operate a variety of office equipment including computers and applicable software at an advanced level.
- Effectively represent the District, including its programs and policies with the public.
- Exercise tact, diplomacy and discretion in dealing with highly sensitive and confidential information.
- Exercise independent judgment and initiative within established guidelines.
- Establish and maintain effective working relationships with all levels of District management, board members, business and community leaders, employees, the public and others encountered in the course of work.
- Understand and follow oral and written directions.
- Work effectively with a small group or individually.
- Provide excellent customer service and resolve public concerns and complaints.
- Skillfully and safely operate a motor vehicle when required in the course of performing work duties.

**STATUS:** Non-Exempt

Revised: February 15, 2015