



**MAY 2018**  
**FLSA: NON-EXEMPT**

## **Administrative Assistant**

### **DEFINITION**

Under general supervision, provides varied and complex administrative and clerical assistance to the Finance, Customer Service, IT and Human Resources departments; performs a variety of responsible customer support activities associated with utility payments, requests for service, responds to complaints and provides information; prepares a variety of fiscal and administrative reports; assists in daily office needs; and performs related duties as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Director of Finance & Administrative Services, Customer Service Supervisor, Finance & Information Technology Manager and Human Resources & Risk Administrator or assigned supervisory or management personnel. Exercises no supervision of staff.

### **CLASS CHARACTERISTICS**

This is an entry-level administrative and accounting support classification responsible for performing the full range of specialized and confidential administrative, secretarial, and clerical work for the Customer Service, Finance, Human Resources and IT departments. Incumbent performs a variety of routine to complex duties, including preparing correspondence, reports and written material, creating and maintaining filing systems, coordinating and purchasing office supplies and interacts with internal and external customers.

### **EXAMPLES OF TYPICAL 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.*

- Serves as administrative assistant for assigned departments providing complex and confidential clerical support for the Director of Finance & Administrative Services, Finance & Information Technology Manager, Customer Service Supervisor and the Human Resources & Risk Administrator; assists in planning and coordinating day-to-day operations, functions, and services.
- Performs a variety of administrative and office support work including preparing and processing correspondence, forms, and reports from drafts, notes, brief instructions, or corrected copies; proofreads materials for accuracy, completeness, compliance with departmental policies, correct formatting, and correct English usage, including grammar, punctuation, and spelling.
- Responds to customer inquiries and complaints in person or by telephone and provides information regarding water consumption, billing, special programs, offers, and incentives; provides for the resolution of unusual customer account and billing situations by conducting appropriate research; provides assistance to the front counter; and represents the District to callers and visitors in a professional and customer friendly manner.

- Receives and processes service order requests, sets up new accounts, determines and collects necessary charges; resolves issues and problems regarding the processing of orders and delinquent accounts; generates shut-off list.
- Receives and processes payments; inputs data; operates the cash register; computes change and issue receipts.
- Acts as a liaison to the external auditors. Coordinates the preparation of external audit materials and assist auditors in the review of financial operations. Responds to and resolve questions and requests for information from the auditor.
- Coordinates and schedules meetings, events and District functions and maintains calendars for department staff; prepares meeting rooms, agendas, required equipment and refreshments; assists in enrolling and processing staff's training and travel arrangements for conferences, seminars or training workshops attended by District staff.
- Assists in payroll administration, data entry and post-payroll reporting requirements; reconciles petty cash fund.
- Monitors and maintains inventories of supplies and materials; completes purchase requisitions; purchases supplies and materials.
- Assists in the maintenance of the general ledger and subsidiary ledgers of various funds; perform year-end review of accounts, data enters adjusting and closing entries, and prepares year-end financial statements.
- Assists management staff in researching, compiling, and analyzing information from various sources on a variety of specialized topics at the department level; assists with special projects as assigned.
- May assist in monitoring assigned budgets; compiles and organizes annual budget requests and budget information as assigned.
- Organizes and maintains various administrative, confidential, reference, and follow-up files.
- Prepares PowerPoint presentations and spreadsheet reports for Board meetings as needed.
- Performs basic desktop IT support requests with direction from the Finance & IT Manager.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Modern accounting, administrative, and office support practices and procedures, including the use of standard office equipment.
- Principles, practices, and procedures related to public agency record keeping, including legal requirements for recording, retention, storage, and disclosure.
- Organization and function of public agencies; District organization and operating practices related to areas of responsibility.
- Applicable federal, state, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to work.
- Principles and practices of research and report preparation.
- Business letter writing and the standard format for reports and correspondence.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

**Ability to:**

- Perform responsible administrative, project, and office support work with accuracy.
- Provide varied, confidential, and responsible office administrative work requiring the use of tact and discretion.
- Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Respond to and effectively prioritize multiple phone calls, walk-up traffic, and other requests and interruptions.
- Compose correspondence and reports.
- Organize, maintain, and update office records systems.
- Enter and retrieve data from a computer with sufficient speed and accuracy.
- File materials alphabetically, chronologically, and numerically.
- Make accurate arithmetic computations.
- Operate modern office equipment, including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Work independently in the absence of supervision.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of the work.

**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 (12<sup>th</sup>) grade and one (1) or more years of responsible office administrative experience. Supplemental specialized administrative training in accounting or a related field is desirable.

**Licenses and Certifications:**

- None.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and 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. This is primarily a sedentary office classification. Finger dexterity is needed to access, enter and retrieve data using a computer 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 potentially hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.