



ADMINISTRATIVE ASSISTANT III
Administrative Department

Range: 40
Salary:

JOB DEFINITION: With minimal supervision from the Administrative Department Head, to provide administrative and clerical support to managers and supervisors and perform a variety of advanced and complex clerical duties for specified departments within the Agency as assigned; to do related work as assigned or required.

SUPERVISOR: Executive Secretary/Assistant Secretary to the Board

DISTINGUISHED FROM LOWER RANGE POSITION(S):

This position is the top of three upwardly mobile Administrative Assistant positions, and requires the ability to perform all aspects of the Administrative I and II positions. This position also requires advanced computer and writing skills, and requires an in-depth knowledge of the Agency and its manner of billing, customer service processes, and in-house operations.

EXAMPLE OF DUTIES:

Provide administrative and clerical assistance to assigned department(s); type a wide variety of material including reports, correspondence, forms, agendas and legal documents; answer telephone calls and interact with customers; maintain files, records and statistics for a variety of Agency functions; prepare contract specifications from data collected via Agency personnel and consultants; take and prepare meeting minutes; operate various office machinery, including personal computer, 10-key calculator, copy machines, and postage meter.

Specific Departmental Duties: In addition to the above duties, an Administrative Assistant will also be responsible for assignments within their respective department.

Customer Service/Facilities & Safety Administrative Assistant: Typing and filing for Customer Service personnel and Facilities & Safety Officer; take telephone calls pertaining to delinquent billings and customer related issues; maintain records and perform billing procedures connected with various Agency billings; take and prepare minutes from monthly Safety meetings and other meetings as assigned; responsible for processing delinquent accounts, coordination of tagging and shut-offs for unpaid accounts, file liens and releases; prepare time sheets; prepare and mail delinquent account billings; file Customer Service and Facilities & Safety related documents; use Agency radio/communications systems to maintain contact with personnel in the field; maintain accident and injury records; train and serve as primary back-up to Engineering/Operations Administrative Assistant and other members of the Administrative Staff in times of absence or as assigned.

Engineering/Operations Administrative Assistant: Typing and filing for Engineering, Operations, and Construction personnel; answer telephones for Engineering and Operations Department personnel; maintain Deeds, Easements & Quitclaim files and related log; prepare monthly Bac-T report for filing with Regional Board; review and schedule certificate re-licensing and related medical exams for members of Operations, Construction, Customer Service and Engineering departments; enter data for quarterly groundwater billings and prepare related annual report; assists in preparation of Annual Water Quality Report; prepare time sheets for Engineering/Operations personnel; take and prepare minutes from monthly Engineering/Operations meetings; prepare monthly surface water monitoring report; update fire hydrant maintenance records; type, bind, update and distribute bidding documents; prepare

annual work order files; log results of formal bid openings; prepare monthly Production Daily Read Books for Engineering-Operations Department; prepare Annual Report of License (production) for each stream in Agency's service area; receive, process and coordinate customer high billing complaint investigations with the Customer Service Department Head and perform follow-up contact; train and serve as primary back-up to Customer Service/Facilities & Safety Administrative Assistant and other members of the administrative clerical staff in times of absence or as assigned.

QUALIFICATIONS:

Schooling: Minimum of a High School Diploma or G.E.D.

Certification(s): None required

Experience: Five years of administrative and/or clerical experience including taking and transcribing dictation: specific training with regard to the more complex back-up duties related to other Agency administrative clerical positions (i.e., preparing Board packets, minutes, water quality report production, consumptive use reports, filing and releasing of liens, election filings, etc.); and/or any combination of training and experience which would likely provide the required knowledge and abilities.

Knowledge: Modern office terminology, procedures, and equipment, including use of IBM personal computer; correct English usage, spelling and grammar and the ability to compose correspondence, memos and various other communications; common business practices and etiquette; knowledge of advanced computer programs, including data base programming for simple data base compilations

Ability: Take dictation at 75 words per minute and transcribe it accurately; act with initiative within established office procedures; collect information and organize into a readable and comprehensive report; type accurately at a rate of 85 words or more per minute from clear and legible copy; understand and carry out oral and written instructions; locate with relative ease files/documents related to the other administrative clerical positions within the Agency; establish and maintain cooperative relationships with those contacted during the course of work; able to work independently and use good judgment in recognizing scope of authority; present a professional personal appearance and vocal image to the public in a tactful and courteous manner; establish and maintain cooperative working relationships with fellow employees and the general public

License(s): Possession of a valid driver's license issued by the California Department of Motor Vehicles for use in conjunction with the possible operation of Agency vehicles, with an acceptable driving record

PHYSICAL REQUIREMENTS:

Climbing: yes no **Frequency:** Continual Often Infrequently Never
Examples: Going up and down ladders, stepping stools, stairs

Bending: yes no **Frequency:** Continual Often Infrequently Never
Examples: Filing, picking up boxes, normal office range of motion

Lifting: yes no **Frequency:** Continual Often Infrequently Never
Examples: Picking up boxes, picking up paper reams

Sedentary/sitting: yes no **Frequency:** Continual Often Infrequently Never

Examples: Sitting at desk, driving or riding in vehicles

Standing: yes no **Frequency:** Continual Often Infrequently Never

Examples: Standing on carpeted areas and on cement when in the Agency's vault area

Repetitive motion: yes no **Frequency:** Continual Often Infrequently Never

Examples: Operation of equipment such as computer keyboard, telephone, typewriter, etc.

WORK ENVIRONMENT:

Generally, work is within the Agency Operations Center in an environment where the temperature is controlled. The Department members work within an open space or in the confines of a cubicle. The Department members work in various areas throughout the upper portion of the Agency's Operation Center, with all areas located off the Agency's secured lobby area, or the front counter (which is enclosed with bullet-deflecting acrylic sheeting). Lighting is overhead, and there is a music/paging system which is on and operating throughout the work day. There are a number of pieces of office equipment that operate within the confines of the various work areas, including, but not limited to: telephones, main switchboard, computers, computer printers, calculators.

I have reviewed this Job Description with my Supervisor and received a copy.

Employee Signature

Date

Supervisor Signature

Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.