



ADMINISTRATIVE ASSISTANT I

Range: 33
Salary:

JOB DEFINITION: Under general supervision from the Field Services Supervisor, to provide administrative and clerical support to managers and supervisors and perform a variety of clerical duties for multiple departments within the Agency as assigned; to do related work as assigned or required.

SUPERVISOR: Field Services Supervisor

DISTINGUISHED FROM LOWER RANGE POSITION(S):

This position is the first of four upwardly mobile Administrative Assistant positions, and requires the ability to type accurately, organize and maintain files and work area, and deal effectively and courteously with customers, agency personnel, contractors, and vendors.

EXAMPLE OF DUTIES:

Provide administrative and clerical assistance to multiple departments; 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, copy machines, and postage meter.

Essential Functions:

1. Typing and filing.
2. Make/answer telephone calls pertaining to delinquent billings and customer related issues.
3. Responsible for processing delinquent accounts, coordination of tagging and shut-offs for unpaid accounts, file liens and releases; prepare and mail delinquent account billings.
4. Assist, as needed, with multiple department administrative needs, to include Field Services, Operations, Engineering, Construction, Conservation, and Public Affairs.
5. Assist with maintaining records and performing billing procedures connected with various Agency billings;
6. Take and prepare minutes from meetings as assigned.
7. Communicate with field personnel using Agency radio/communications systems.
8. Assist with maintaining accident and injury records.
9. Assist with maintaining Deeds, Easements & Quitclaim files and related logs.
10. Assist with preparing monthly Bac-T report for filing with Regional Board.
11. Assist with reviewing and scheduling certificate, re-licensing, and related medical exams for staff.
12. Enter data for quarterly groundwater billings and assist with preparing related annual report.
13. Assist in preparation of Annual Water Quality Report.
14. Assist with preparing monthly surface water monitoring report.
15. Update fire hydrant maintenance records.
16. Assist with typing, binding, updating and distributing bid documents.
17. Assist with preparing annual work order files.
18. Assist with logging results of formal bid openings.
19. Assist with preparing monthly Production Daily Read Books.

20. Assist with preparing Annual Report of License (production) for each stream in Agency's service area.
21. Receive, process and coordinate customer high billing complaint investigations with the Field Services Supervisor and perform follow-up contact.
22. Train and serve as primary back-up to other members of the Administrative 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: One year of administrative and/or clerical experience; 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 personal computer; correct English usage, spelling and grammar and the ability to independently compose correspondence, memos and various other communications; common business practices and etiquette.

Ability: Communicate with customers in a clear manner; Take meeting minutes and transcribe them accurately; act with initiative within established office procedures; collect information and organize into a readable and comprehensive report; type accurately from clear and legible copies; understand and carry out oral and written instructions; establish and maintain cooperative relationships with those contacted during the course of work; able to work independently; present a pleasing 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 customer counter area. Lighting is overhead, and there is a music/paging system which is on and operating throughout the work day. There are several pieces of office equipment that operate within the confines of the various work areas, including, but not limited to: telephones, computers, computer printers.

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.