

1.1 Administrative Assistant

1.1.1 General Job Description

Position requires a variety of general office skills to assist other employees in the preparation and maintenance of customer service, field operations and water quality records; requires the use of a computer to prepare, edit and print varied written materials; may be required to transcribe material from voice to text.

1.1.2 Qualifications

Minimum qualifications are graduation from high school and experience in general office and customer service tasks. Position requires that the holder possess a valid California driver's license. Position requires a high level of computer proficiency in word processing, spreadsheets and customer management systems. Information technology experience with computer hardware and software is desirable. A college degree or certification in accounting or business management is preferred. An interest in learning about the field operations of the district is desirable.

1.1.3 Customer Service Responsibilities

Customer service functions may include greeting visitors in person and on the telephone, processing mail, and performing other regular office functions including filing and ordering office supplies; setting up new accounts, processing customer requests to discontinue water service, answering general customer inquiries; processing payments, preparing bank deposits and following up on delinquent accounts.

1.1.4 Examples of Duties

The duties listed below are intended only as illustrations of the various types of work that may be performed.

- 1.1.4.1 Receive telephone calls, take and forward messages, refer callers to appropriate staff, and respond to requests for information.
- 1.1.4.2 Adhere to the District's policies and procedures as well as maintain compliance with regulatory and state/federal requirements and the District's contracts and agreements.
- 1.1.4.3 Meet with *Office Manager* to review activities and functions.
- 1.1.4.4 Schedule meetings and maintain calendars for staff, help to prepare agendas and meeting documents.
- 1.1.4.5 Order, maintain inventories, and reconcile purchases of office supplies, materials and special purchases related to department operations.
- 1.1.4.6 Perform various duties associated with pickup and delivery of mail to/from various locations and similar courier responsibilities.