SOUTH COAST WATER DISTRICT
ADMINISTRATIVE ASSISTANT I/II

DEFINITION

The incumbent performs varied office administrative, secretarial, and general clerical assistance for the implementation and monitoring of specific departmental/divisional programs; provides information externally and internally regarding District policies and/or procedures; performs varied office support work for the District such as telephone and front counter reception, service coordination, word processing, data entry, report preparation, records management, and payment processing; and performs related duties as required.

SUPERVISION RECEIVED AND EXERCISED

Reports to the Administrative Services Division Manager. No supervision of staff is exercised. May exercise technical and functional direction over a lower-level class.

CLASS CHARACTERISTICS

Administrative Assistant I: This is the entry-level within the administrative series. The principal function of an employee in this class is to provide clerical and basic administrative support within the District. Initially under close supervision, incumbents of this class perform a variety of routine reception, office and records management work that does not require previous specialized experience. This class is alternately staffed with Administrative Assistant II and incumbents may advance to the higher-level class after gaining the knowledge, skills and experience that meet the qualifications for and demonstrating the ability to perform the work of the higher-level class.

Administrative Assistant II: This is the journey-level class within the administrative series. Incumbents perform a variety of specialized and confidential administrative, secretarial, and clerical work for various District departments, providing general information to the public, and other administrative and office support work. This class is distinguished from the Senior Administrative Assistant in that the latter provides higher-level office administrative and technical support to a department head and related management, professional, and supervisory staff and performs technical support work related to the department to which assigned.

The incumbent ensures that her/his activities are aligned with and support the South Coast Water District’s policies, mission, vision, core values, core strategies, and annual action items as well as performance measures.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

Duties may include, but are not limited to, the following:

- Provides factual information to District staff, other organizations, and the public regarding District functions, policies, rules, procedures, and ordinances; distributes materials and information to customers.
- Receives and screens telephone calls and visitors; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from public; assists public at front counter and directs visitors and callers to appropriate District locations/staff.
- Performs a variety of secretarial/clerical work including preparing and word processing
correspondence, forms, and reports from drafts, notes, brief instructions, or corrected copy; proofreads materials for accuracy, completeness, compliance with departmental policies, correct formatting, and correct English usage, including grammar, punctuation, and spelling.

- Receives, opens, date stamps, and disburses incoming mail; prepares outgoing mail for posting; prepares special mailings and ensures that all attachments are included and are mailed in a timely manner.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones; may operate a two-way radio or other department-specific equipment.
- Organizes and maintains various administrative, confidential, reference, and follow-up files; purges files as required.
- Receives cash for designated items, makes appropriate change, and reconciles cash timely and accurately.
- Makes copies; collates materials; files copies of letters, memoranda, reports, and other materials in department and/or central files.
- May coordinate special projects that vary depending on department to which assigned.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Organization and function of public agencies.
- Modern office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Principles and practices of data collection and report preparation.
- Computer applications related to the work, including word processing, database, and spreadsheet applications.
- Business arithmetic techniques.
- Basic principles of record keeping and cash handling.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors and District staff, in person and over the telephone.
- Techniques for providing a high level of customer service to the public and District staff, in person and over the telephone.

Ability to:

- Perform responsible reception, administrative, and secretarial support work with accuracy.
- Provide varied, confidential, and responsible secretarial and office administrative work requiring the use of tact and discretion.
- Learn and 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/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.
Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.

Establish and maintain effective working relationships with those contacted in the course of the work.

**EXPERIENCE AND TRAINING GUIDELINES**

*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:*

**Experience:**

**Administrative Assistant I:** One (1) year of varied administrative support experience preferably involving public contact.

**Administrative Assistant II:** Three (3) years of varied administrative support experience preferably involving public contact with supplemental training in administrative or secretarial skills and relevant computer software applications programs.

**Training:**

**Administrative Assistant I/II:** Equivalent to the completion of the twelfth (12th) grade.

**License or Certificate:**

- Valid California class C driver’s license with satisfactory driving record.

**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 although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter 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 hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

*The specific statements shown in each section of this classification description are not intended to be all-inclusive. They represent the essential functions and minimum qualifications necessary to successfully perform the assigned functions. 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.*