J O B D E S C R I P T I O N

Administrative Assistant I (Flex) – Job Code: 18006
Administrative Assistant II – Job Code: 18007

G E N E R A L P U R P O S E

Under general supervision, performs a variety of routine to difficult administrative, office support, and records management functions; creates and maintains specialized reports, records, and files; types and edits documents ranging from general correspondence to technical reports and spreadsheets; maintains databases; interacts with internal and external customers; and performs related duties as assigned.


Administrative Assistant I is the entry level class in the Administrative Assistant series. Initially under close supervision, incumbents perform the more routine duties while learning District policies and procedures and becoming familiar with the variety of departmental systems and practices. As experience is gained, duties become more specialized, diversified and are performed under more general supervision. This class is alternately staffed with Administrative Assistant II, and incumbents may advance to the higher level after gaining experience and demonstrating proficiency which meet the qualifications of the higher level.

Administrative Assistant II is the experienced/journey level class in the series, fully competent to independently perform duties. This class is distinguished from the lower classification of Administrative Assistant I by the relative independence with which duties are performed. Incumbents perform a greater diversity of specialized assignments requiring the application of terminology, policies, practices, and procedures related to the assigned unit.

E S S E N T I A L D U T I E S A N D R E S P O N S I B I L I T I E S

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

Creates, types, formats, edits, revises, proofreads, tracks, and prints a variety of narrative, statistical, and technical documents, reports, correspondence, memoranda, requests for proposals, agreements, contracts, specifications, manuals, statistical charts, and other documents and materials ranging from routine to complex; types from rough notes, drafts, and brief oral instructions; edits and revises materials on diskette; summarizes information and prepares correspondence; creates and maintains databases of records, lists and projects; creates standard statistical spreadsheets; designs and revises routine to moderately difficult forms, charts, and graphs; conducts surveys.

Works with Risk Management to ensure inclusion of appropriate insurance requirements to protect the District’s interests.
Provides administrative support for managers, supervisors and staff; maintains calendars; schedules meetings and makes meeting arrangements; prepares and distributes agendas and minutes; opens, routes, and distributes office mail; sends and receives faxes; routes documents for required signatures; copies, sorts, and distributes documents; duplicates, folds, and delivers copies of maps and drawings.

Reviews project scheduling data for completeness, logic of activity sequences and estimated project costs; follows up with relevant staff to resolve discrepancies and inconsistencies; generates project baseline schedules for project engineer and management review; receives and inputs project status data; generates and distributes monthly reports analyzing current status compared to original project scheduling plans; generates special reports and analyses periodically or upon request.

Obtains data from multiple sources; extracts data elements required; updates and maintains specialized logs and databases; cross-checks data and applies personal knowledge to identify errors and discrepancies for research and resolution; creates reports, analyses and documents on a daily basis or on request, in compliance with regulatory requirements.

Schedules pre-construction conferences and documents information covered; updates database to add inspection dates to project records; schedules video inspections of sewer lines and water quality testing for developer projects.

Provides district customers with information regarding rebate programs to conserve water; reviews, verifies, authorizes or denies applications for rebates; determines if appliances qualify for rebate; requests rebate check from finance and mails to customer.

Enters, verifies, and processes time card information daily for Department staff; resolves timecard/work order discrepancies.

Troubleshoots and performs minor maintenance on duplicating equipment; coordinates repair of equipment by outside vendors; submits requisitions for machine supplies.

Provides backup for other department or division office administrative support staff; may oversee the work and provide guidance to lower level clerical employees; may assign work and train employees on departmental work processes.

Picks up and distributes incoming mail, opens, logs, and routes office mail; stuffs, sorts, and prepares outgoing mail for pickup; retrieves, delivers, and sends faxes.

Monitors and maintains inventories of supplies and materials; types purchase requisitions and check requests; purchases supplies and materials.

Reviews manifests for compliance; inputs and tracks manifests; resolves discrepancies; reconciles and processes manifests for billing; maintains video surveillance, files and records.
Prepares, edits, and formats weekly and monthly reports, technical worksheets, tables, and computations; establishes, maintains, and tracks pending projects in database.

Researches and assembles information from a variety of sources for the preparation of records and reports; makes arithmetic calculations; conducts special studies and recommends organizational, procedural or other changes to achieve greater productivity and comply with District requirements.

Prepares travel and training requests; confirms travel arrangements for conferences and business trips; compiles expense reports and prepares post travel memoranda.

Compiles, prepares and processes standard agreements, addenda, and related documents; calculates fees; receives and processes payments, deposits, and deposit guarantees in accordance with provisions of agreements; releases developer projects for inspection; data enters new project and project updates; assigns various numbers to service applications in accordance with District procedures and updates relevant databases/programs.

Greets, answers, screens and refers visitors and telephone calls, providing information and handling issues that may require sensitivity and the use of sound, independent judgment; performs receptionist duties at a District facility department, greeting and referring visitors and customers and operating a switchboard; maintains a high level of customer service quality while assisting customers in person and by telephone; conducts research, responds to requests for information and complaints from officials, customers and the public and refers requests or complaints to appropriate staff and/or takes or recommends action to resolve the issue.

Organizes, maintains and updates subject, project, tickler and specialized files; creates and maintains construction contract and purchasing files; maintains and updates file indexes; removes and archives inactive files; copies, compiles and distributes contracts, reports, documents and other materials; updates technical and operating manuals.

Serves on District committees and task forces and takes meeting notes; types and distributes minutes; performs input and maintains records, logs and databases of specialized or technical documents for a variety of purposes and information; generates periodic reports.

Assists department management and staff in preparation of annual budget request documents; tracks expenditures against budget; identifies, researches, and resolves discrepancies; types and processes purchase orders and pay requests.

Administers the District’s Purchasing Card Program by ordering, canceling and monitoring District purchase cards; conducts purchase card orientations and trainings; prepares weekly and monthly detailed reports; reconciles payments; tracks all transactions; and performs purchase audits.

Monitors and maintains the Underground Service Alert (USA) systems, including generating location requests, verifying locations, assigning, processing, and tracking USA tickets, dispatching field locators on emergencies, and responding to requests for location verifications.
Generates, logs, tracks, receives, and files facility maps, issues drawing numbers for Engineering and/or construction projects; duplicates documents and distributes to appropriate departments.

Operates pager, and/or two way radio or pager system.

Calculates water/sewer related construction fees, including, but not limited to construction water fees, sewer and water financial participation fees, sewer treatment plant capacity fees, water meter fees, and addendum fees; creates invoice and verifies correctness of fee and submits to developer; updates files to reflect new invoice; verifies and posts payments.

Depending on assignment, may maintain Notary Journal including verifying identification for signature and documenting and verifying the steps necessary in the Notary process.

Creates project files which includes entering cost estimates into spreadsheets, completing agreement checklist, calculating engineering and inspection fees, generating standards agreements, creating cover letters, maintaining department files, notifies appropriate parties of agreement, accepts payment and insurance information, assigns construction order numbers to projects; distributes project files to District parties.

Coordinates and schedules inspection requests from developer and contractors; researches internal and external requests for project status; processes closure of projects, including notifying agencies and initiating final billing to developers.

Provides technical and procedural assistance to inspectors and other departments.

Creates, processes, and maintains project documents including, but not limited to, inspection reports, submittals, RFI’s and findings of documents.

Verifies received invoices; researches account number discrepancies; inputs charges into system and breaks down invoice charges under blanket agreements.

Documents, processes, initiates and processes bills for meter installations.

Monitors and enforces payroll requirements for prevailing wage reimbursements.

Processes partial lot releases to allow occupancy of new construction to jurisdiction agencies.

Receives, tracks, splits, labels, and preserves water quality samples; ensures paperwork is correct; follows up with submitter to resolve discrepancies.

Reviews, documents, and makes changes to project plans per plan checker.

Orders title reports and other legal documents.

Creates and maintains project files; collects all required documentation and correspondence; acquires availability of contractors; collects initial bid information; gathers safety review/meeting
documents and completes daily reports for auditing purposes.

Performs related duties as assigned.

**DESIRED MINIMUM QUALIFICATIONS**

**Knowledge of:**

Office administration practices and procedures; principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation; customer service techniques and methods; District organization, rules, policies and procedures applicable to assigned areas of responsibility; District personnel rules, policies, and labor contract provisions; operations and requirements of the District payroll system; District benefits programs, provisions, and options; word processing, spreadsheet and other standard business software; records management, recordkeeping, filing, and purchasing practices and procedures; basic practices and terminology used in preparing and maintaining engineering maps and drawings; safe lifting and other work practices; roles and responsibilities of public governing boards; general contractual terminology and writing.

**Ability to:**

Operate a computer terminal and/or computer using word processing, spreadsheet, database and other business software; operate other standard office equipment; type accurately at a speed necessary to meet the requirements of the position; organize work, set priorities; interpret, apply, explain and make sound independent judgments within established guidelines; read basic engineering maps and drawings; organize and maintain office and specialized files; communicate clearly and effectively, orally and in writing; understand and follow written and oral instructions; prepare clear, accurate, and concise records and reports; maintain the confidentiality of District business and personnel information and issues; establish and maintain effective working relationships with those contacted in the course of the work; follow written and oral work instructions.

**Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent, and two years of increasingly responsible office administrative or secretarial experience; or an equivalent combination of training and experience. Experience in a government or public utility setting is highly desirable.

An Administrative Assistant I may be considered for advancement to Administrative Assistant II after demonstrating proficiency to perform the full range of duties of the latter class.

Typically, an Administrative Assistant I is expected to be capable of meeting the proficiency criteria within a 18-24 month period, depending on an individual’s prior experience and progression in performing the full range of Administrative Assistant II duties as described in the established performance criteria.
Special Requirements; Licenses; Certificates:
Notary Public desirable

PHYSICAL AND MENTAL DEMANDS
The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands
While performing the duties of this class, the employee is regularly required to sit; talk or hear, in person and by telephone; use hands repetitively to finger, handle, feel, or operate standard office equipment; regularly lift up to 10 pounds and occasionally lift 25 to 50 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands
While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret situations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks; work with frequent interruptions; work under intensive deadlines; interact with District managers, staff, vendors, the public, and others encountered in the course of work.

WORK ENVIRONMENT
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions and the noise level is usually quiet. In certain assignments, the work environment is moderately noisy.
FLEX REQUIREMENTS

Administrative Assistant I (Flex)
Administrative Assistant II

LENGTH OF TIME REQUIRED
An Administrative Assistant I may advance or “flex” to the Administrative Assistant II class after 18 to 24 months of experience in the Administrative Assistant I class.

PERFORMANCE RATING
The incumbents must receive an overall performance rating of “good” or better on their most recent annual performance evaluation in order to flex to the higher class.

COMMENTS
The Administrative Assistant I must also demonstrate proficiency to perform the full range of duties as described in the Administrative Assistant I/II job description.