

Sacramento Suburban Water District Classification Specification

Job Class: Administrative Assistant I/II

FLSA Status: Non Exempt

Supervisor: Administrative Services Manager

Effective Date: May 2010

Definition

Positions in this classification perform a variety of routine to complex administrative and general office support work, and serve as a source of information for other staff.

Distinguishing Characteristics

Administrative Assistant I is the entry level class and performs a variety of administrative and general office support duties. The Administrative Assistant I class is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under close supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned. Individuals may advance to the Administrative Assistant II position after successfully completing an introductory period, gaining two additional years of increasingly responsible experience, successfully completing job-related training courses, and demonstrating on-the-job performance, proficiency and competency.

Administrative Assistant II is the journey level class and is distinguished from the I level by the assignment of the full range of administrative and office support duties. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit.

Examples of Duties

The following duties are typical for this classification. Depending upon the assignment, the employee may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices. Management retains the right to add, remove, or change duties at any time.

- Performs administrative projects for management and District personnel; researches and compiles background data; maintains records and files regarding administrative activities.
- Coordinates and oversees all functions of the District's electronic Document Management System, including document filing, calendaring and monitoring retention periods, conducting timely purge processes, training staff on utilizing the system, and troubleshooting and assisting staff as needed.
- Answers the telephone and greets office visitors to provide a wide range of information or referrals to other staff; interprets and explains District policies, rules, and regulations in response to inquiries; refers inquiries as appropriate.

- Provides back-up support for Customer Services, including answering customer inquiries over the telephone, routing telephone calls to appropriate individuals, taking payments and troubleshooting account issues.
- Coordinates and oversees the District's Form 700 Conflict of Interest and Form 801 Gift Form reporting processes.
- Performs complex, high-level administrative support work for management staff as approved by the Administrative Services Manager, including gathering statistics for standard Board reports and preparing drafts for management review and approval.
- Prepares agenda packets for regular monthly Board meetings and special meetings, and prepares agenda packets and meeting notes for various committee meetings.
- Posts documents to the District's website and performs updates and low-level maintenance.
- Gathers, organizes and facilitates distribution of a variety of information and material.
- Provides work coordination for temporary support staff as assigned by the Administrative Services Manager.
- Performs a variety of data entry assignments using computer word processing and other software programs.

Mental and Physical Requirements

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

- Travel occasionally by automobile in conducting District business.
- Communicates frequently with District management staff, coworkers, and the public in one-to-one and group settings.
- Regularly uses a telephone for communication.
- Regularly uses computer, keyboard and mouse.
- Regularly uses office equipment such as copiers and fax machines.
- Stands and files for extended periods of time.
- Sits for extended periods of time.
- Hearing and vision required to be within normal ranges with or without correction.

Qualifications

Knowledge of:

- Principles and practices of administrative and technical support.
- Modern office methods, procedures and equipment.
- Principles and methods of business letter and report writing.
- Microsoft Office Suite and related software products (Word, Excel, PowerPoint, etc).
- Filing methods and recordkeeping systems.
- Proper telephone techniques.
- Basic mathematics.
- Correct English usage, spelling, grammar and punctuation.
- Business communication standards and procedures.

Ability to:

- Learn and follow District policies and procedures.
- Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Work with minimal supervision; must exercise initiative and sound judgment.
- Compose quality business communications (letters, memorandum, emails, etc.).
- Follow oral and written directions.
- Operate a computer for word processing, database and department specific software.
- Perform keyboarding at a proficient level.
- Operate copiers and a variety of office equipment.
- Learn and provide assistance in basic website posting and maintenance. Prepare and organize a variety of information.
- Represent the District in a positive and professional manner at all times.
- Deal tactfully and courteously with the public.
- Compose general correspondence and letters.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain cooperative working relationships with coworkers, outside agencies and the public.
- Pass pre-employment physical, drug and alcohol examination, and background check.

Education, Experience, Licenses and Certifications:

Required:

- High school diploma or equivalent.
- Valid California Driver's License issued by the California Department of Motor Vehicles.
- Proof of good driving record as evidenced by freedom from multiple or serious traffic violations or accidents for at least two (2) years duration. The driving record will not contribute to an increase in the District's automobile rates. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis.
- One (1) year of experience performing a variety of office and administrative support work.

Desirable:

Any combination of education and experience which would likely provide the desired knowledge and abilities is acceptable. A typical way to obtain the knowledge and abilities would be:

Administrative Assistant II

- Three (3) years of increasingly responsible experience performing a variety of office and administrative support work.
- Two (2) years of increasingly responsible experience performing the duties of an Administrative Assistant I for the District and successfully completing job-related training courses and demonstrating on-the-job performance, proficiency and competency.