
Mt. View Sanitary District

Policies and Procedures Manual

POLICY TITLE: Administrative Assistant

POLICY NUMBER: 2410

DECEMBER 2019

FLSA: NON-EXEMPT

ADMINISTRATIVE ASSISTANT

DEFINITION

Under general supervision, provides a variety of routine to highly responsible and complex secretarial and administrative support, which may include receptionist duties, typing, proofreading, record keeping, opening and distributing mail, scheduling meetings, preparing meeting agendas, entering and retrieving information from computer databases, carrying out research and compiling reports that may require the use of arithmetical calculations or analytical abilities, ordering supplies, processing invoices, provides information and assistance to the general public as required, and performs other duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

General supervision is provided by the CFO/Administrative Services Manager. No direct supervision of staff is exercised.

CLASS CHARACTERISTICS

This is the journey-level class with responsibilities including the performance of complex or difficult administrative support work requiring the use of initiative and independent judgment, particularly when prioritizing work from several staff members and the application of technical or related skills. Incumbents shall possess a detailed knowledge of the District's activities and often function as the only administrative support for the organization. Directing others is not a regular part of the job; although project or relief leadership may be required in the absence of the Board Secretary/Executive Assistant. This class is distinguished from Board Secretary/Executive Assistant in that the latter provides complex and sensitive secretarial assistance to the District Manager and Board of Directors. The work requires application of policies, procedures, and regulations and involves frequent contact with the public.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

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.

- Operates a personal computer and other standard office equipment.
- Provides information to internal and external customers that may require the use of independent judgment or the interpretation of the District's policies and procedures.

- Independently, types correspondence, reports, creates forms, and other specialized documents from drafts, notes, dictated tapes, or brief instructions; enters and/or retrieves data and prepares documents utilizing various computer programs.
- Initiates routine correspondence for signature by appropriate management, supervisory, or professional staff.
- Reviews a variety of finished materials for completeness, accuracy, format, and compliance with policies and procedures and appropriate English usage.
- Attends to routine office administrative details such as opening and distributing or processing mail, ordering supplies, arranging for the repair of office equipment, transmitting information, keeping reference materials up to date, and keeping informed of the District's activities.
- Schedules meetings, notifies participants, compiles materials, prepares agendas; makes training, travel and lodging arrangements; attends meetings to take notes as required; and arranging for refreshments as appropriate.
- Researches, compiles, and/or updates a variety of reports which may require the use of arithmetic calculations and/or analytical aptitude and consolidating materials from several sources.
- Establishes and maintains records, processes forms, researches and compiles information from such records.
- May plan, assign, direct, and review the work of others on a project basis; may instruct staff in work procedures.
- 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; assists the public at the front counter and directs visitors and callers to appropriate District locations/staff.
- Composes, edits, and proofreads a variety of complex documents, including forms, memos, administrative, statistical, financial, and staff reports, and correspondence for department staff from rough draft; checks draft documents for punctuation, spelling, and grammar; makes or suggests corrections.
- As a backup to the Board Secretary, may provide a variety of secretarial support to the District Board, committees and other authorities; assists in preparation and distribution of agenda packets; and posts Board meeting agendas for the public.
- Operates and provides for the maintenance of standard office equipment, including computer hardware and software applications, facsimile equipment and multi-line telephones; and may operate a two-way radio or other department-specific equipment.
- Reviews and issues permits for residential or commercial projects within the District; files or routes information to appropriate District departments.
- Maintains and coordinates Sewer Service Charges (SSC) program files and annual updates with Contra Costa County Auditor-Controller.
- Maintains and updates the District's Contract Management and Tracking database.
- Processes and submits insurance and permit renewals, including the California Sanitation Risk Management Authority (CSRMA) insurance renewal and Bay Area Air Quality Management (BAAQMD) District permit renewal.
- Provides backup to PERS enrollments.
- Maintain department personnel files, including processing Personnel Action Forms and sensitive/confidential personnel issues, preparing supervisor generated performance evaluation forms, coordinates and maintains compliance of accident/incident/workers' compensation claim forms, risk claims, and safety-related claims, filing pertinent documents, maintaining files in a secure location, and providing information to supervisors and managers.
- Assists in the development and implementation of document file, index, tracking, and record-keeping systems; purges files according to the District's Records Retention Schedule.
- Dispenses and tracks petty cash as necessary.
- Coordinates, schedules, and participates in meetings, training sessions, conferences, and special events

such as school field trips, employee appreciation activities, and interpretive center luncheon; prepares and distributes informational packets, orders educational supplies, and prepares facilities as needed.

- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic organization and function of public agencies, including the role of an elected District Board.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Modern administrative and secretarial practices and procedures, including the use of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Computer applications related to the work, including Microsoft Office Suite (MS Word, Excel, PowerPoint, Access), GIS databases and various applications.
- Basic principles and practices of record keeping, cash handling, and report preparation.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, consultants, and District staff.
- Policies and procedures related to the District;
- Business arithmetic, including percentages and decimals.
- Basic knowledge and understanding of accounting/finance principles and practices.
- Basic knowledge of Procurement principles and practices.

Ability to:

- Work in face past environment with changing priorities; ability to multi-task and adapt to frequent interruptions and maintain attention to detail.
- Ability to take initiative and work with little direction; prioritize a heavy workload and maintain flexibility.
- Perform responsible administrative and secretarial support work with accuracy, speed, and general supervision.
- Provide varied and responsible secretarial and administrative work requiring the use of tact and discretion.
- Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Interpret, apply, and explain administrative and departmental policies and procedures.
- Understand and follow oral and written instructions.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Compose correspondence and reports independently or from brief instructions.
- Make accurate mathematical, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

- Work in a team environment as a contributing team member.

Skill in:

- Performing detailed complex or difficult administrative support work accurately;
- Organizing, researching, and maintaining office records;
- Composing correspondence independently or from brief instructions;
- Making accurate arithmetic calculations;
- Ability to think critically and analyze data;
- Using initiative and sound independent judgment within established guidelines;
- Operating standard office equipment, including a personal computer;
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments;
- Understanding and carrying out oral and written directions;
- Reading and interpreting rules, policies, and procedures;
- Providing varied administrative assistance to management, supervisory, and professional staff;
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from high school with supplemental business school or applicable college-level course work and three (3) years of responsible administrative, secretarial and/or general clerical experience. Experience in dealing with the public and working in a public agency setting is highly desirable.

Licenses and Certifications:

Must possess and maintain a valid Class C California driver's license. Must continue to meet all of the provisions of the District to be insured with the terms and conditions of the District's insurance program as a condition of employment.

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 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 boxes with papers, files, folders or chairs and move other office furniture or equipment 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.