



## **EXHIBIT 20-A**

### **ADMINISTRATIVE ASSISTANT**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

#### **DEFINITION**

To perform a wide variety of technical and office administrative support duties in support of the Water Demand Division. To assist in research, analysis, and reporting on water demand management and conservation programs; to review legal notices and documents, produce enforcement letters, receive, route and distribute incoming and outgoing mail; to maintain a variety of files and records; To scan a variety of documents of all sizes for other Divisions, clearly name them, and create organized e-file folders in which to save them; and to perform other job related duties as required.

#### **SUPERVISION RECEIVED AND EXERCISED**

Receives immediate supervision from the Conservation Analysts and reports to the Water Demand Manager.

#### **ESSENTIAL AND MARGINAL FUNCTION STATEMENTS**

*The following duties are typical for positions in this classification. Any single position may not perform all of these duties and/or may perform similar related duties not listed here:*

##### **Essential Functions:**

###### **Administrative**

1. Perform general word processing and computer work to create and edit letters, documents, spreadsheets, databases and graphics; send and receive e-mail messages.
2. Generate monthly Transfer-of-Title reports. Update database records with information from the reports.
3. Create, maintain, and complete Conservation records in the database. Enter transfer-of-title data and inspections, describe tasks, upload documents, update status.
4. Process incoming Conservation documents. Scan if necessary, name, file, and upload them. Determine what action is needed next (e.g., request for additional information, status change, final certification), and do whatever is needed.
5. Write, edit, update, and send various form letters pertaining to Conservation and Water Permit requirements. Revise letters to suit specific purposes/circumstances. Evaluate files, database records, and submitted documents to determine if and what type of correspondence is needed.
6. When needed, assist the Rebate processor. Verify that properties of applicants are within the District. Scan applications if necessary, open Rebate records, and enter data from the applications.

###### **Office**

7. File e-files newly generated by staff. Save and file significant emails and letters. Download, rename, and file e-files submitted by outside sources.

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8. Compile, sort, and process data for special projects and services. Collect and assemble data and background materials for a variety of reports. Write summaries or add explanatory notes as needed.
9. Prepares, files, and maintains inventory lists of files for archives.
10. Enters, sorts, and index documents in document management system.
11. Organizes, maintains, and scans various administrative, confidential, and reference records and other files.
12. Performs related duties as assigned.

**QUALIFICATIONS**

**Knowledge of:**

- Principles and procedures of record keeping.
- Basic mathematical principles.
- Techniques of word processing, database and spreadsheets.
- Modern office procedures, methods and computer equipment.
- Microsoft Office Suite applications such as Word, Excel, PowerPoint and Outlook
- English usage, spelling, grammar and punctuation.
- Basic principles and practices of data collection and report preparation.
- Methods and techniques of proper phone etiquette.
- Basic water conservation methods and devices.

**Ability to:**

- Perform detailed office support work accurately and in a timely manner.
- Review documents for completeness and accuracy.
- Maintain confidentiality of sensitive information of accounting, employees, former employees, and other matters affecting employee/financial relations.
- 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.
- Collect and compile data to prepare simple reports; maintain accurate records and document actions taken; and proofread and/or edit for errors in input, grammar, punctuation and arithmetical computation.
- Maintain tactfulness and courtesy in high stress situations.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Interpret, apply, and explain policies, procedures, and practices of the District.
- Type at a speed necessary for successful job performance.
- Understand and follow oral and written instructions.
- Work independently.
- 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, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Experience and Training Guidelines** --- *Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

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**Experience:**

Five years of progressively responsible administrative and clerical work experience

**Training:**

Possession of a high school diploma or GED

**License or Certificate:**

Possession of, or ability to obtain an appropriate, valid California driver's license.

**WORKING CONDITIONS**

*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.*

**Environmental Conditions:**

Office environment; exposure to computer screens; work closely with others and work alone.

**Physical Conditions:**

This is primarily a sedentary office classification although standing and walking between work areas may be required. Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. ;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 up to 25 pounds with the use of proper equipment.

**Vision:**

See in the normal visual range with or without correction; vision sufficient to read small print, computer screens and other printed documents; specific vision abilities required by this job include close and distant vision and depth perception.

**Hearing:**

Hear in the normal audio range with or without correction.

**Department:** Water Demand

**Exempt:** No

**Approved Date:**