

REVISED EXHIBIT 5-B

**MONTEREY PENINSULA WATER MANAGEMENT DISTRICT**

**OFFICE SERVICES SUPERVISOR SENIOR OFFICE SPECIALIST**

*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 responsible advanced and specialized clerical, secretarial and administrative work in support of District-wide programs and activities; and to interface with managers and staff of each division to plan, coordinate, and schedule the flow of support services work.

**DISTINGUISHING CHARACTERISTICS**

This is the advanced journey level class in the office specialist job series. This position performs office part of the Accounting/Office Specialist duties at a higher level. ~~in the Office Specialist series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned.~~ Employees perform ~~the most~~ difficult and responsible types of duties ~~assigned to classes within this series including direct supervision of lower level staff and~~ interfacing with managers and staff of each District division to plan the flow of work, ~~to meet deadlines and requirements.~~ Successful performance of the work requires the ability to exercise sound independent judgment, coordinate several activities, gather and evaluate data, while meeting critical deadlines and maintaining effective working relationships.

**SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Administrative Services Manager/Chief Financial Officer

~~Exercises direct supervision over lower level clerical staff.~~

**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:**

- ~~1. Plan, prioritize, assign, supervise, review and participate in the work of staff responsible for providing District wide support services.~~
- ~~2. Establish schedules and methods for providing support services; identify resource needs; review needs with appropriate management staff; allocate resources accordingly.~~
1. Interface and coordinate with staff and managers of each division to receive and schedule work projects to meet their deadline; identify resource needs; review needs with appropriate management staff; allocate resources accordingly.
- ~~3. Verify the work of assigned employees for accuracy, proper work methods, techniques and compliance with applicable standards and specifications.~~
- 4.2. Answer and route incoming calls; arrange meetings and coordinate schedules; prepare confidential correspondence, reports, and memorandum; attend meetings; ~~serve as the recording secretary for the Administrative Committee;~~ independently respond to questions and requests.

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- ~~5. Perform word processing and computer work including letters, documents, spreadsheets, database operations and graphics; send and receive E-mail messages; develop and maintain electronic files.~~
3. Perform word processing, scheduling, and produce complex charts, tables and reports as requested.
- ~~6.4. Proofread technical documents and correspondence, and check for grammar, syntax, spelling and clarity, ensure correct versions are distributed.~~
- 7.5. Conduct and Oversee advanced level copy projects; participate in all activities as needed to meet deadlines; bind and distribute documents.
- ~~8. Perform mail and postage duties; collect District mail from the Post Office; open and deliver all District mail; prepare letters and packages for mailing and shipping, and maintain email distribution list.~~
- ~~9. Send press releases to local media and other documents as required using appropriate methods.~~
- ~~10. Perform accounts receivable duties; prepare checks for deposit and deliver to the bank; oversee petty cash fund and access to safe and supplies; accept monies and issue receipts; maintain records of payroll related information and ensure proper reporting of time worked and absences.~~
- ~~11. File letters and documents; create new files and rearrange existing files; retrieve old files and maintain file archives.~~
6. Prepare, file, and maintain inventory lists of files for archives. Retrieve documents from off-site storage location, coordinate and oversee documents that have met retention date.
- ~~12.7. Produce Board packet and Board committee meeting packets; collect and organize reports from all staff members; proofread and edit and finalize documents; coordinate or conduct high volume copying, binding and distribution.~~
- ~~13. Maintains District Rules and Regulations, coordinating with the Executive Assistant, Water Demand Manager and District attorney, appropriate staff to and updating as needed; responsible for web content layout and management in the maintenance of the District's websites for Board Meetings, Board Committee Meetings, ordinances, and Rules and Regulations.~~
8. Manage and update District's web content.
- ~~14.9. Maintain inventory records on office equipment and supplies; place purchase and equipment orders as needed.~~
- ~~10. Oversee service contractors providing maintenance and repair of office equipment.~~
- 15.11. Oversee maintenance and office equipment service contractors.
- ~~16. Interface and coordinate with staff and managers of each division to receive and schedule work projects to meet their deadlines.~~
- ~~17. Perform a variety of duties related to the District's alarm system including monitoring staff user alarm codes; review and maintain reports submitted by the alarm company; serve as point of contact with building alarm company; assign building alarm codes for new employees; train new employees on use of building alarm system as necessary.~~

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12. Oversee the District's alarm and phone systems.

~~18. Serve as the system administrator for the District's office phone system, voice mail, and wireless phones. monitor and maintain system functionality; identify phone system problems and schedule maintenance repairs; perform system changes to phone system; serve as point of contact with service providers; prepare spreadsheets for telephone line costs as necessary.~~

~~19. Serve as back up Clerk to the Board of Directors; set up meeting room, distribute handouts and take roll; accurately record and transcribe minutes of entire meeting; operate required equipment such as laptop with Powerpoint slideshow, Elmo, and timer. Provides administrative support to the General Manager in the absence of the Executive Assistant, coordinating and scheduling meetings, preparing miscellaneous correspondence, and communicating with Board members and outside agencies.~~

13. Serve as Clerk to the ~~Finance and~~ Administrative Committees and back-up Clerk to the Board of Directors.

14. Provide administrative support to the General Manager in the absence of the Executive Assistant, coordinating and scheduling meetings, preparing miscellaneous correspondence, and communicating with Board members and outside agencies.

~~20. Serve as back up to the Chief Technology Officer in replacement of toner cartridges and other parts in printers, as well as testing of equipment and performing diagnostic checks when needed.~~

15. Serve as a back -up to Accounting/Office Specialist.

~~21. Run a variety of errands as necessary.~~

~~22,16.~~ Perform related duties and responsibilities as required.

**QUALIFICATIONS**

**Knowledge of:**

Operations, services and activities within assigned division.

~~Use and operation of specialized computer applications including word processing, E-mail, spreadsheet, graphics and database software applications, web editing and web content layout software.~~

~~Microsoft Office Suite applications such as Word, Excel, PowerPoint and Outlook.~~

~~Web design and graphics software.~~

~~Principles of supervision, training and performance evaluation.~~

Principles and practices of work scheduling.

Principles of business letter writing and basic report preparation.

Practices used in minute taking and preparation.

Modern office procedures, machinery and computer equipment.

Principles and procedures of record keeping and filing.

Principles and procedures of accounting including accounts receivable functions.

Basic mathematics.

Methods and techniques of customer service.

English usage, spelling, grammar and punctuation.

**Ability to:**

~~Supervise, train and evaluate assigned staff.~~

Plan, organize, prioritize and schedule work flow between user divisions and support services staff

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efficiently and effectively.

Perform ~~responsible~~ web content layout and management.

Perform responsible and difficult administrative ~~and secretarial~~ work involving the use of independent judgment and personal initiative.

Adapt to changing technologies and learn functionality of new equipment and systems.

Perform multiple tasks and meet critical deadlines.

Perform arithmetic calculations quickly and accurately.

Prepare clear and concise reports.

Receive, review and route incoming and outgoing correspondence.

Operate a variety of office equipment including computers and supporting word processing and spreadsheet applications.

Type at a speed necessary for successful job performance.

Independently respond to requests and inquiries from the general public.

Communicate clearly and concisely, both orally and in writing.

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

Maintain physical condition appropriate to the performance of assigned duties and responsibilities.

**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:*

**Experience**

Five years of increasingly responsible secretarial experience.

Five years of progressively responsible clerical and administrative work experience with considerable contact with the public. Public sector work experience is desirable.

**Training**

Equivalent to the completion of the twelfth grade supplemented by college level course work in business administration or a related field.

Possession of Associate's degree or equivalent in business, computer applications or other related field. Bachelor's degree or equivalent preferred.

**License or Certificate:**

Possession of, or ability to obtain, an appropriate, valid 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; off-site storage location.

**Physical Conditions:**

~~Essential and marginal functions may require maintaining physical condition necessary for sitting, walking standing, kneeling or bending for prolonged periods of time; operation of motorized vehicles; light lifting and carrying; moving between various offices and work stations; use of fingers and both hands; repetitive motion; speaking and hearing to exchange information.~~ Essential and marginal functions may require maintaining physical condition necessary for sitting, walking, standing, kneeling or bending for prolonged periods of time; regularly lifting and/or moving up to 10

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pounds and occasionally lifting and/or moving up to 35 pounds ; moving between various offices and work stations; use of fingers and both hands; repetitive motion; speaking and hearing to exchange information.

**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.