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# Mt. View Sanitary District

## Policies and Procedures Manual

**POLICY TITLE: Administrative Assistant**

**POLICY NUMBER: 2410**

**JUNE 2015**

**FLSA: NON-EXEMPT**

### **ADMINISTRATIVE ASSISTANT**

#### **DEFINITION**

Under general supervision, provides varied office administrative and technical office support to District management, professional, and support staff in support of District operations; 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 Office Administrator. No direct supervision of staff is exercised.

#### **CLASS CHARACTERISTICS**

This is the journey-level class that performs a variety of specialized and confidential administrative, secretarial, and clerical work for the District, and provides general information to the public. The work requires application of policies, procedures and regulations and involves frequent contact with the public. This class is distinguished from the Office Administrator classification in that the latter has full management and supervisory authority in planning, organizing, and directing the full scope of administrative support for the District.

#### **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.*

- 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 public at front counter and directs visitors and callers to appropriate District locations/staff.
- Assists or administers assigned department projects and/or programs as assigned by management staff; provides assistance to department staff in various research and department-related projects.

- Organizes and carries out administrative assignments; researches, compiles, and organizes information and data from various sources on a variety of specialized topics related to programs in assigned area; checks and tabulates standard mathematical or statistical data; prepares and assembles reports, manuals, articles, announcements, and other informational materials.
- Provides factual information to District staff, other organizations, and the public regarding District functions, policies, rules, procedures, and ordinances; distributes materials and information to customers.
- Composes, types, 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, dictation equipment, handwritten copy, verbal instructions, or from other material using a computer; inputs and retrieves data and text using a computer terminal; checks draft documents for punctuation, spelling, and grammar; makes or suggests corrections.
- Provides 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.
- Receives, opens, date stamps, and disburses incoming mail; prepares outgoing mail for posting; prepares special mailings and ensures that all attachments are included and are mailed in a timely manner.
- Assists in arranging meetings by scheduling rooms, notifying participants, arranging for refreshments as appropriate; and ensures information is compiled and duplicated.
- Assists in conference registration and hotel reservations.
- 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.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Reviews and issues permits for residential or commercial projects within the District; files or routes information to appropriate District departments.
- Processes and submits insurance and permit renewals, including the California Sanitation Risk Management Authority insurance renewal and Bay Area Air Quality Management District permit renewal.
- Maintain department personnel files, including processing personnel action forms and sensitive/confidential personnel issues, preparing supervisor generated performance evaluation forms, processing accident/incident/workers' compensation claim forms, filing pertinent documents, maintaining files in a secure location, and providing information to supervisors and managers.
- Assists in development and implementation of file, index, tracking, and record-keeping systems; purges files as requested.
- 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 dinner, and interpretive center luncheon; prepares and distributes informational packets, orders supplies, and prepares facilities as needed.
- Monitors and orders office and other related supplies.
- 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 office 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 word processing, database and spreadsheet applications.
- Basic principles and procedures of record keeping and cash handling.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

### **Ability to:**

- Perform responsible administrative and secretarial support work with accuracy, speed, and general supervision.
- Provide varied and responsible secretarial and office 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.

### **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 one (1) year of responsible office 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 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, carry, push, and pull materials and objects 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.