

MOJAVE WATER AGENCY
Job Description

Job Title: Administrative Assistant II
FLSA: Non-Exempt
Range: 15
Prepared By: Koff & Associates
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SUMMARY

Under general supervision, performs a variety of clerical and administrative duties supporting the Agency and/or the daily operations of one or more departments. Assignments may vary and may encompass a variety of tasks including word processing, correspondence, data entry and organization; telephone and counter reception; provides information and assistance to staff and the general public; provides support for special projects; and performs related work as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory/management personnel or department head. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is the fully qualified journey-level classification in the Administrative Assistant series. Positions at this level are distinguished from the Administrative Assistant I level by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

Positions in the Administrative Assistant class series are flexibly staffed; positions at the Administrative Assistant II level are normally filled by advancement from the Administrative Assistant I level; progression to the Administrative Assistant II level is dependent on (i) management affirmation that the position is performing the full range of duties assigned to the classification; (ii) satisfactory work performance; (iii) the incumbent meeting the minimum qualifications for the classification including any licenses and certifications; and (iv) management approval for progression to the Administrative Assistant II level.

This class is distinguished from the Senior Administrative Assistant in that the latter is responsible for more complex and higher-level clerical and administrative functions and exercises a higher level of discretion and independent decision-making.

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 where appropriate so that qualified employees can perform the typical functions of the job. The following statements are intended to describe the general nature and level of work being performed by an individual assigned to this job.

- Performs receptionist and front desk customer service duties; greets visitors and directs them to the proper area; operates the switchboard, transfers calls, takes messages, answers questions received by telephone or in person, and provides quality professional customer service.
- Prepares correspondence, reports, forms, and specialized documents related to the Agency or to the functions of the organizational unit to which assigned; works from drafts, notes, dictated recordings, or brief instructions.
- Proofreads and checks materials for accuracy, completeness, compliance with departmental policies; and correct English usage, including grammar, punctuation, and spelling.
- Performs office opening and closing duties including unlocking and locking front main doors; engaging or disengaging the phone system; prepares coffee; performs general housekeeping duties including maintenance and cleaning of coffee pots and running/emptying the dishwasher.
- Processes incoming and outgoing mail and packages including opening, date stamping, processing, disseminating, scanning, and uploading into the electronic mail system; receives and routes incoming packages; prepares and sends outgoing packages; copies and distributes correspondence, documents, and reports to Agency staff.
- Performs data entry into the Agency records system; creates requisitions for quotes; files hard copies of payables in files via vendor; scans and imports accounts payable and journal entries into the data system; scans documents and payments into the financial database; receives and reconciles credit card statements; requests missing receipts from staff.
- Copies documents, files and retrieves files, faxes information, collates documents, maintains lists and logs, scans/images/indexes documents, maintains records and processes forms, applications, or other documents.
- Prepares and processes invoices and reconciliations, verifying and checking transactions to ensure accuracy and completeness; enters data; generates reports using an accounting database.
- Compiles information to respond to questions or address issues.
- Supports the Clerk at Board meetings; records and transcribes minutes for committee meetings.
- Agenda management and preparation.
- Maintains schedules for department staff.
- Maintains accurate department and customer records.
- Tracks, orders, and maintains office and kitchen supplies; assists in arranging equipment maintenance.
- Obtains quotes for services/parts needed; research needs and prepare requisitions.
- Coordinates vehicle maintenance
- Assists with meetings and special events.
- Performs other duties as assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each typical duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the typical functions.

Knowledge of:

- Agency policies, procedures, regulations, and related legal requirements.
- Basic business arithmetic.
- Basic purchasing, materials, and supply requisitions processes.
- Principles and practices of data entry and report generation from automated systems.
- Basic contract administration principles and practices.
- Business letter writing and the standard format for reports and correspondence.
- Record keeping principles and procedures.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Agency and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Agency staff.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.
- Principles and practices of Granicus system.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

Ability to:

- Perform responsible clerical and administrative support work with accuracy and speed; quickly and accurately enter and retrieve data using an automated system.
- Understand the organization and operation of the Agency and of outside agencies as necessary to assume assigned responsibilities; read, understand, interpret, and explain policies, procedures, and regulations governing program operations.
- Respond to and effectively prioritize multiple requests for service.
- Compose correspondence and reports independently or from brief instructions.
- Maintain accurate logs, records, and written reports of work performed.
- Understand and carry out oral and written directions.
- Perform accurate arithmetic computations.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Perform specialized processes, procedures, and office support tasks related to the department to which assigned.
- Use and troubleshoot problems with office machines, copiers, and scanners.
- Organize and maintain office/department files; develop and maintain filing and recordkeeping systems; update and accurately maintain a variety of hard copy and/or electronic records.
- Maintain confidentiality, as required.
- Perform work in accordance with specific safety procedures to minimize potential for injury.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.

- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

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

Equivalent to the completion of a high school diploma or GED; and three (3) years of administrative, clerical, or secretarial experience preferably with a public agency.

Licenses and Certifications:

- Valid California Class C driver's license and current automobile insurance.

PHYSICAL DEMANDS

The following physical demands described are representative of those that must be met by an employee to successfully perform the typical functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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 in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer 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 of up to 15 pounds.

WORK ENVIRONMENT

The following work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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/agency policies and procedures; may travel between Agency office locations.