

MOJAVE WATER AGENCY
Job Description

Job Title: Senior Administrative Assistant
FLSA: Non-Exempt
Range: 22
Prepared By: Koff & Associates
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SUMMARY

Under direction, performs a variety of administrative, secretarial duties and office support duties of considerable complexity; provides administrative support to various departmental staff; schedules and coordinates meetings and training sessions; acts as meeting and/or committee secretary/clerk; prepares meeting agendas and informational packets; composes and prepares correspondence using considerable judgment in content and style; performs skilled word processing, data entry and organization, statistical and technical report preparation, and filing; provides information to the public and Agency staff; and performs related work as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory/management personnel or department head. May provide training, technical and functional direction to lower-level support staff.

CLASS CHARACTERISTICS

This is the advanced journey-level classification in the Administrative Assistant series. Positions at this level are distinguished from the Administrative Assistant II level by the performance of the more diverse and complex administrative work involving a higher level of accountability and decision-making responsibilities. 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.

This class is distinguished from the Executive Assistant in that the latter performs administrative and secretarial support to the General Manager and Board of Directors and has full supervisory responsibilities.

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.

- Schedules and coordinates meetings and training sessions for management staff; acts as meeting and/or committee secretary/clerk; prepares meeting agendas and informational packets; posts and provides agendas for the public and participants; sets up meeting rooms; takes, transcribes and properly records minutes for assigned meetings, committees, and departmental needs.

- Reviews and processes permits and related paperwork ensuring timely receipt and accurate information; enters information into the database.
- Reviews and processes department invoices, annual reports and verifications; ensures accuracy; enters into the database and uploads documents to the appropriate software system.
- Processes department-specific reports received from or provided to the appropriate government or regulatory agency.
- Provides administrative support to Senior Managers and/or an assigned unit; reviews and prioritizes business correspondence; collects, compiles, and analyzes data for projects; effectively responds to customers' inquiries providing quality customer service.
- Assists department staff with assigned projects including tracing projects from start to finish.
- Prepares complex and/or sensitive documents from drafts, notes, dictated tapes, or brief instructions.
- Maintains, adjusts, and monitors assigned Senior Manager's and/or assigned unit's calendars; coordinates, arranges, and confirms meetings; screens request for appointments; coordinates, schedules, makes site and meal arrangements for special meetings and events; makes and confirms travel arrangements.
- Distributes departmental specific documents; establishes the mailing list, creates, prints and mails; posts the notices on the Agency web site and notifies list recipients via email.
- Verifies and maintains accurate and detailed records, researches discrepancies, and records information.
- Proofreads materials for accuracy, completeness, and compliance with departmental policies and regulations.
- Creates and maintains digital records for the Agency utilizing the document management system.
- Establishes, organizes, and maintains complex department digital filing systems.
- Enters and retrieves computer data; generates computer reports and/or spreadsheets.
- Advertises projects for bid, prepares specification, contract documents, and other related correspondence.
- Responds, in a timely manner, to requests received from the public and Agency staff; researches, compiles, and summarizes a variety of informational materials, and ensures completeness of returned records.
- Provides training to staff on various automated systems, including the current document management system.
- May provide training, technical and functional direction to lower-level support staff.
- 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:

- Principles of providing technical and functional direction and training.
- Complex office functions, procedures, equipment, and filing systems.
- Methods of preparing and processing various records, forms, and other documents specific to the assigned department or program.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Research and reporting methods, techniques, and procedures.
- Recordkeeping, report preparation, and filing systems and methods.
- Business arithmetic.
- Purchasing, materials, and supply requisitions processes.
- Principles and procedures of financial record keeping and reporting.
- Principles and practices of data collection and report preparation
- Basic contract administration principles and practices.
- Business letter writing and the standard format for reports and correspondence.
- Record keeping principles and procedures; financial recordkeeping and budget preparation.
- 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:

- Plan, organize, and coordinate the work of administrative support staff.
- Effectively provide staff leadership and technical and functional work direction.
- Perform difficult and complex administrative work involving the use of considerable independent judgment.
- Interpret a variety of technical instructions in written, oral, or diagram form and solve problems involving several concrete variables in standardized situations.
- Develop and maintain filing and recordkeeping systems.
- Explain policies, procedures, and regulations governing program operations.
- Compose reports, summaries, and written materials.
- Maintain highly sensitive and confidential information, as required.
- Read and understand contracts.
- Perform detailed clerical/administrative work accurately.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments with minimal direction.

- Read, understand, interpret, and explain services, policies, procedures, and technical terminology and apply them to specific situations.
- Anticipate and diagnose problems, identify possible solutions, and resolve the problems or recommend the most appropriate solutions.
- Work in a fast-paced, professional office environment and prioritize a wide range of duties with varying time requirements to ensure timely completion.
- Update and maintain a variety of hard copy and/or electronic records.
- 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 four (4) 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.