

## **ADMINISTRATIVE ASSOCIATE**

### **DEFINITION:**

Under general supervision, perform a variety of office, fiscal, administrative, and receptionist duties; manage administrative tasks, staff support, and office operations; handle complex and specialized office support, information gathering, report preparation, billing, payroll, and public relations tasks; assist in preparing the annual District budget; compile detailed administrative and financial reports; provide technical and responsible administrative support; perform personnel and administrative functions; coordinate fiscal information between the District and State/Federal agencies; serve as Clerk of the Board in their absence; and perform related duties as required.

### **DISTINGUISHING CHARACTERISTICS:**

Provide a variety of administrative, staff and office management support for the District, such as providing a positive, high-level of customer service in-person and electronically, applying customer payments and responding to account inquiries.

### **REPORTS TO:**

The Administrative Associate reports directly to the Administrative Supervisor/Clerk of the Board and/or the General Manager. Successful performance of responsibilities requires detailed knowledge of the operations and policies of the District.

### **CLASSIFICATION SUPERVISED:**

This is not a supervisory class.

### **EXAMPLES OF IMPORTANT AND ESSENTIAL JOB DUTIES:**

**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.**

#### **Basic Administrative Support:**

- Distributes service work orders.
- Receives and posts payments.
- Performs a variety of basic office administrative duties, including word processing, data entry, telephone and counter reception, record-keeping, preparing records, filing, and maintaining office and related supplies.
- Receives, opens, time stamps, sorts, and distributes incoming and interdepartmental mail; prepares and distributes outgoing mail.

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- Monitors office and other related supplies, assists in preparing, processing, and tracking purchase requisitions for services and materials.

#### **Customer Service & Communication:**

- Screens calls, visitors, and incoming mail; assists the public at the front counter and directs them to appropriate locations or staff.
- Responds to complaints and requests for information, applying department policies and procedures.
- Types, formats, and proofreads routine reports, letters, documents, flyers, brochures, and memoranda; checks drafts for punctuation, spelling, and grammar; suggests corrections.
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#### **Records & Information Management:**

- Maintains accurate and detailed physical and electronic records; verifies accuracy, research discrepancies, and records information.
- Maintains and updates departmental record systems; retrieves information from computer systems and databases as required.
- Gathers, assembles, updates, and distributes department- or District-specific information, forms, records, and data as requested.

#### **Financial Responsibilities:**

- Prepares billing statements, processes receivables and payables, and performs general ledger tasks and other accounting duties assigned by the Controller.

#### **Advanced & Specialized Duties:**

- Learns and applies emerging technologies to perform duties efficiently, effectively, and in an organized manner.
- Serves as backup for the Board Clerk in their absence.
- Performs other duties as assigned.

#### **DESIRABLE QUALIFICATIONS:**

##### **Knowledge of:**

- Basic arithmetic.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Principles of record-keeping.
- Principles of business letter writing.
- Methods and techniques of entering data into multiple systems.
- Basic principles and practices of data collection and report generation/assembly.
- Departmental practices and procedures and applicable District policies.
- Modern office practices, methods, and computer equipment and applications, including:
  - Word processing
  - Database management
  - Accounting software

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- Social media communication
  - Internet searches
  - Spreadsheet applications
- Techniques for providing a high level of customer service when interacting with the public, vendors, contractors, and District staff.

**Ability to:**

- File materials alphabetically, chronologically, and numerically.
- Maintain records and databases.
- Enter and retrieve data from a computer with sufficient speed and accuracy.
- Operate modern office equipment, including computer equipment and specialized software applications.
- Perform clerical support work with accuracy, speed, and minimal supervision.
- Learn, interpret, and apply administrative and departmental policies and procedures.
- Learn and understand the organization and operation of the District and of outside agencies as necessary for assigned responsibilities.
- Organize, maintain, and update office databases and record systems.
- Generate correspondence with detailed instructions.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with colleagues and the public.

**MINIMUM QUALIFICATIONS:**

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

- Equivalent to the completion of the twelfth (12<sup>th</sup>) grade. (High School Diploma or GED)
- At least two (1) years of previous administrative, office, and general support work experience comparable to that of a District Secretary with Indian Valley Community Services District.
- Brown Act Training Certification (obtained within six (6) months of hire).
- A valid Class "C" California Driver's license and driving record acceptable to the Districts' insurance provider.

**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 an 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 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.

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**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.

**PROBATIONARY PERIOD:**

Successful applicant shall have a one (1) year probationary period.

**WAGES/BENEFITS:**

Pay scale (\$23.10-\$28.08) and benefits are under the most current, approved schedule.

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