

# Administrative Supervisor / Clerk of the Board

## **Position Summary**

Under general supervision of the General Manager or the Controller/HR Manager, the Administrative Supervisor and Clerk of the Board will perform a wide variety of responsible administrative, secretarial, and technical duties for the General Manager and the Board of Directors using office computer equipment and software. The Administrative Supervisor will oversee the District's front office operations and will supervise subordinate positions such as Account Clerks and Billing Specialists. Responds to inquiries and provides information and assistance to the public relating to District policies, procedures, and activities; provides assistance to staff and customers regarding complex customer service or billing issues; and performs related work as assigned. Acting as the Clerk of the Board, this position will be responsible for maintaining accurate District records, complying with the Ralph M. Brown Act, and will be the custodian of Board meeting agendas and minutes.

## **Essential Job Functions**

*The following are the typical duties performed by employees in this classification. However, this job specification is intended to identify essential functions and requirements of the job and should not be considered all-inclusive.*

### **ADMINISTRATIVE SUPERVISOR**

- Provide staff assistance to the General Manager for professional, technical, and legislative activities.
- Provide support and supervision for all front-office activities, ensuring that customers are treated well and that customer accounts are kept in good order.
- Transmit information and requests; make travel arrangements; carry out and monitor activities initiated by the General Manager; keep informed of pertinent matters relating to District Administration; and represent the General Manager, as appropriate.
- Prepare detailed and often confidential correspondence, reports, forms, invitations, graphic materials, and specialized documents from drafts, notes, brief instructions, or corrected copy, proofread materials for accuracy, completeness, compliance with District policies, format, and English usage, including grammar, punctuation, and spelling.
- Receive, review, and coordinate the District's response to requests for public records; provide certified copies of documents as required in compliance with applicable law.
- Serve as custodian of the District Seal and official District records and documents, work with District Department Heads to keep records properly indexed for reference; oversee District records management and records retention schedules and maintain associated policies and documents.
- Preserve confidentiality of sensitive material routinely encountered as part of work assignments.
- Participate in various committees and special projects and attend staff, team, and special meetings.
- Provide customer service by telephone, email, and at the counter; explain District services, policies, and procedures; and respond to inquiries and complaints.
- Perform other related duties and responsibilities as required.

### **BOARD CLERK**

- Perform activities associated with the production, publication, and maintenance of District records, agendas, minutes, and Public Hearing Notices relating specifically to the Board of Directors; prepares and reviews staff reports, resolutions, and ordinances.
- Attends board meetings and public hearings which may be out of normal working hours.
- Take and maintain an accurate record of the proceedings of the Board of Directors; follows up on Board actions to ensure timely preparation, indexing, and filing of letters, agreements, contracts, resolutions, ordinances, and other vital records.
- Compile a variety of internal reports for submission to the Board of Directors.

- Provide administrative support to the Board, such as preparing correspondence, scheduling, responding to questions, making travel arrangements, and serving as a liaison for the Board of Directors.
- Coordinate and schedule Board meetings, workshops, committee meetings, and required training sessions, ensuring all posting deadlines are met in accordance with the Brown Act.
- Coordinate updates to the District's conflict-of-interest code; coordinate annual Statement of Economic Interests Form 700 filings as required by the Fair Political Practices Commission, transmit designated original Form 700 filings to the County Elections Office, and maintain copies and original Form 700 filings as required.
- Coordinate with the County of Plumas to plan for District elections; oversee the distribution and completion of required election forms and ensure their submission to the County Administration Department.
- Administers Oath of Office to elected officials and employees.

## **Qualifications**

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

- Organization and function of public agencies, including the role of an elected Board of Directors and appointed boards and commissions.
- Principles, practices, and procedures of public administration in a special district setting.
- Sources of information related to a broad range of programs, services, and administration.
- Regulatory requirements regarding proper documentation of meeting minutes and edits to agendas or reports for public meetings.
- California laws pertaining to public agency governing boards and special districts, freedom of information requests, public elections, Public Records Act, Brown Act requirements, Fair Political Practices Commission regulations and filing procedures for campaign statements and conflict of interest statements.
- Public relations techniques.
- Recordkeeping principles and procedures.
- Research and reporting methods, techniques, and procedures.
- Principles and practices of effective customer service.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and for program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software) to conduct research, assess information, and/or prepare documentation.
- Records retention and destruction requirement and procedures.
- Health Insurance Portability and Accountability Act (HIPAA) (42 USC § 201 et seq.)

### ***Skills and Abilities to:***

- Perform technical and administrative work.
- Provide varied, confidential, and responsible secretarial and office administrative work requiring the use of independent judgment, tact, and discretion.
- Interpret and implement policies, procedures, technical processes, and computer applications related to the District and to the Board of Directors and their functions.
- Schedule and maintain calendars.
- Exercise independent judgment in determining the appropriate routing and level of reference appropriate for a variety of phone, in-person, and written contacts.
- Maintain confidentiality of privileged or sensitive information.
- Analyze and resolve office administrative and procedural concerns and make process improvement changes to streamline procedures.
- Establish and maintain a records management system.
- Read, understand, interpret, and explain services, policies, procedures, and technical terminology related to administrative and secretarial functions, and apply them to specific situations.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Compose technical reports, summaries, and written materials.

- Update and maintain a variety of hard copy and/or electronic records.
- Establish and maintain cooperative working relationships with those contacted in the course of business, including other employees, managers and executives, vendors, consultants, contractors, and the public.
- Effectively use computer systems, applications, and modern business equipment to perform a variety of work tasks.

### **Education and Experience Requirements:**

*Any combination of education and/or experience and training that would likely provide the required knowledge and abilities is qualifying. The General Manager reserves the right to waive any minimum requirements. A typical way to obtain the knowledge and abilities would be:*

#### **Education/Training**

Equivalent of an Associate of Arts degree with major course work in business/public administration, communications or a related field.

#### **Experience**

Any combination of coursework and experience which provide the necessary knowledge and ability to effectively perform the duties of the position are qualifying.

- At least four (4) years increasingly responsible administrative or secretarial experience. Experience working with a Board and in the Public Sector preferred. Master's Degree substitutes two years of experience.
- Experience may be considered as a substitute for the education requirement if the knowledge and experience are substantial and significant enough to indicate that the knowledge, skills, and abilities outlined above have been acquired.

#### **License or Certificate:**

The following license and certificate are required to be maintained throughout the internship and are not subject to waiver:

- Possession of a valid California Class C Driver License is required at time of appointment.
- Notary Public is highly desirable.

### **Physical Profile**

Work is performed in a typical office environment with the following characteristics:

- Mobility – frequent use of keyboard; frequent sitting, standing, kneeling, walking, and climbing stairs; occasional bending or squatting.
- Lifting – frequently up to 10; and exerting up to 20 pounds of force occasionally.
- Vision – constant use of overall vision; frequent reading and close-up work; occasional color and depth vision.
- Dexterity – frequent repetitive motion; frequent writing; frequent grasping, holding, and reaching.
- Hearing/Talking – frequent hearing and talking, in person and on the phone.
- Emotional/Psychological – frequent decision-making and concentration; frequent public and/or co-worker contact; occasional working alone.
- Environmental – frequent exposure to computer screens.

**FLSA Status:**                    **Non-Exempt**

**Compensation**

		Hourly		Annual
Administrative Supervisor/Clerk of the Board	<b>A</b>	33.79		70,281.12
	<b>B</b>	35.48		73,795.18
	<b>C</b>	37.25		77,484.93
	<b>D</b>	39.11		81,359.18
	<b>E</b>	41.07		85,427.14