



POSITION DESCRIPTION

TITLE: DEPARTMENT ASSISTANT

REPORTS TO: Departmental Manager

GRADE: 2

FLSA: Non-Exempt

DATE: 07/2009

CONFIDENTIAL: YES

SUPERVISORY RESPONSIBILITIES

DIRECT

INDIRECT

TITLE

TITLE

NONE

NONE

MINIMUM QUALIFICATION REQUIREMENTS

Unless required by law, experience and education may be substituted for each other upon approval by the General Manager or their designee. Certifications required by law for the position must be obtained within first year in the position.

EDUCATION: Education equivalent to graduation from high school with three years progressive experience in an administrative position required.

EXPERIENCE: Minimum of three years experience performing a variety of administrative support functions, including composing, editing and proofing correspondence; front desk support; ability to effectively utilize a personal computer and various computer applications; proven ability to organize and manage competing tasks and priorities.

CONTACT RESPONSIBILITY

INTERNAL: Interaction with Supervisor to receive specific work assignments, general direction, and have results reviewed; District management to provide a variety of administrative support functions, District employees to discuss and resolve customer service issues; all other District personnel as required.

EXTERNAL: Interaction with consultants, contractors, reporters, customers, vendors, government agencies and officials to schedule meetings. District customers to address issues related to the payment of amounts owed to the District and other billing issues; vendors; other parties as they relate to visitors and incoming calls.

PHYSICAL REQUIREMENTS

Good hearing, eyesight and speech; excellent ability to communicate, both verbally and in writing; ability to operate and utilize a personal computer and peripherals; able to tolerate periods of continuous sitting; may on an infrequent basis assist with lifting up to 50 pounds.

ENVIRONMENTAL CONDITIONS

Work is primarily performed within an enclosed office setting with lighting and ventilation. Subject to conversational noise from other personnel within the facility, along with standard background noise found in an office environment. Subject to long periods of sitting, and exposure to computer screen. When performing work outside the facility, subject to variable weather conditions. Appropriate personal safety equipment is provided.

DETAILED DUTIES AND RESPONSIBILITIES - ESSENTIAL FUNCTIONS

This at will non-exempt position performs a wide variety of administrative, and customer service functions. Must possess the ability to effectively organize and manage competing priorities, represent the District professionally, and work together with other administrative and customer service staff to cross train and provide back-up support as needed. Requires the ability to efficiently utilize a computer, copy machine and other office equipment; proof read documents for details and accuracy; and compose reports or correspondence as required. Requires proven ability to handle cash and make correct change. Requires a working knowledge, understanding, and ability to communicate District policies and procedures to customers, both external and internal. A working knowledge and understanding of District safety rules and regulations, as well as active participation in District Safety programs is necessary. The position is expected to support the District Strategic Plan and Mission Statement by remaining informed and involved and exhibit a willingness to assure successful interactions. Must maintain strict confidentiality of privileged information and effectively utilize District resources. Reliable, stable attendance is required.

% TIME
50%

TASKS

Provides general administrative and customer service support:

- Schedules and coordinates meetings, appointments and events, including the completion of event registration and travel arrangements.
- Generates original, clear and concise business correspondence, which may require posting and/or publication.
- Composes, edits and proofreads correspondence, memos, reports, agendas, resolutions and policies.
- Performs copying, faxing, filing, and other routine administrative tasks.
- Assists with the preparation of Board Packets and related materials.
- Assists with customer inquiries and problem resolution.
- Assists District personnel in meeting preparation, set-up and clean up.
- Assists with administrative support for various departments.
- Distributes incoming mail and organizes outgoing mail.
- Provides back-up support for the District front desk including assisting customers; taking messages and relaying calls; receiving payments and operating the cash drawer.
- Maintains department files and records in accordance with approved records retention schedules.

Specific departmental needs:

40%

- Utilizes a variety of computer software to perform data entry and enter information into: EAM, Service Order System, Water Quality, and other District information systems as needed, including entering customer service requests into the District's computer system.

- Assists with project monitoring and budget tracking and assures operations within budgetary guidelines.
- Provides administrative and project support to Department Manager Department supervisors or designee as assigned.
- Acts independently and exercises individual initiative and judgment when necessary.
- Suggests policy changes in order to streamline department operations.
- Answers inquiries involving routine department procedures, activities and functions.

Other Department Specific Duties

Operations Department Assistant

- Assists in the completion of various forms, notices, and other communications.
- Assists with the preparation of agreements, contracts and other documentation.
- Handles and screens all incoming correspondence for the Operations Manager.
- Gathers and collates information for required reports from Department Supervisors.
- Coordinates GIS data quality process by sending GIS updates to vendor and checks for accuracy upon completion.
- Provides user support to department employees on various software applications.
- Proofreads the Operations Section of the District Web site and recommends corrections.
- Supports the Safety/Risk Administrator with data entry, provides safety committee support (including taking Safety Committee minutes) and administrative help as requested.

EAM (Enterprise Asset Management System)

- Sets up new employees in the system, provides user support, and assists in training of employees.
- Provides System Administration functions in the absence of primary System Administrator. (passwords, rights, etc)
- Monitors and updates Fixed Asset database.
- Generates, creates and approves Preventive Maintenance Work Orders and routes to appropriate Supervisor.
- Monitors employee input for errors and reviews data for necessary correction.
- Creates and runs various reports on routine basis for management analysis.
- Monitors and reports Duty assignments to Finance Department.

Water Quality

- Gathers and collates information into routine Water Quality reports.
- Organizes and assists in putting together DHS Regulatory reports including assessment of data quality and completeness from Operations Supervisors. Issues correction requests as needed.
- Assists in the preparation of the annual Consumer Confidence Report.

DETAILED DUTIES AND RESPONSIBILITIES – NON-ESSENTIAL FUNCTIONS

10% Performs all related duties as assigned.