



POSITION DESCRIPTION

TITLE: OPERATIONS COORDINATOR
REPORTS TO: Operations Manager
GRADE: 4
FLSA: Non-exempt
CONFIDENTIAL: Yes

SUPERVISORY RESPONSIBILITIES

DIRECT: None
INDIRECT: 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.

EDUCATION: High School diploma or equivalent is required. Associate's degree or equivalent with an emphasis in Business Administration, Public Administration or related field preferred. Valid California driver's license and proof of insurability are required. Standard First Aid and CPR certifications are required. State of California Water Distribution Operator D1 certification is desirable.

EXPERIENCE: Minimum of three years' experience performing a variety of administrative support functions and working with computer applications or databases; 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, all other District personnel as required.

EXTERNAL: Interaction with consultants, contractors, customers, vendors, government agencies and officials.

PHYSICAL REQUIREMENTS

Good hearing, eyesight and speech; excellent ability to communicate, both verbally and in writing; ability to operate and utilize a personal computer; 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 and possible exposure to heavy equipment, dust, fumes, odor, and noise. Appropriate personal safety equipment is provided.

DETAILED DUTIES AND RESPONSIBILITIES - ESSENTIAL FUNCTIONS

This at will position performs a wide variety of administrative 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, computer software, data and applications, copy machine, and other office equipment; proof read documents for details and accuracy; and compose reports or correspondence as required. 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 the District's 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.

The following tasks are typical for this classification. Incumbents may not regularly perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business or staffing needs and changing business practices as defined by the General Manager.

% TIME	TASKS
50%	<p>Develops, coordinates, and maintains asset management database and related activities:</p> <ul style="list-style-type: none">• Coordinates with department supervisors on asset management data needs; responds to end user's troubleshooting requests, runs reports and formulates custom reports; works with staff from other departments to provide assistance with asset management database; resolves issues and supports end users with access and utilization of work management systems; may work with outside contractors to solve specific technical issues.• Creates customized reports, queries, Key Performance Indicators (KPIs), and screens using Structured Query Language (SQL), as well as Geographic Information System (GIS) data; maintains the database for work orders, equipment records, and operational preventative maintenance.• Develops consistent nomenclature for assets to identify and support cost-effective strategies of tracking preventative maintenance schedules.• Based on supervisor and staff input, coordinates projects, plant maintenance, repairs, work flow, work product, and procedures for asset program management.• Coordinates integration of GIS data to asset management database; monitors data accuracy; schedules GIS updates; meets with staff to identify and resolve GIS issues.• Provides staff training on asset management system; processes feedback to enhance database functionality.
20%	<p>Assists with the creation and maintenance of regulatory reports:</p> <ul style="list-style-type: none">• Gathers and collates information into Water Quality reports.• Evaluates data from Systems Operation staff for errors and organizes the information for reports.• Participates in the preparation and completion of the annual Electronic Annual Report (EAR) and submittal to State regulatory agencies.
20%	<p>Provides general administrative support:</p>

- Coordinates payroll and runs reports for submittal to the finance department; reviews timecard entries for accuracy.
- Proofreads the Operations section of the District web site and recommends corrections.
- Provides administrative and project support to Department Manager, Department Supervisors and/or staff; including the preparation of agreements, request for purchase orders, contracts, and other documentation.
- Suggests policy changes in order to streamline department operations.
- Answers inquiries involving department procedures, activities, and functions.
- Schedules and coordinates meetings, appointments, and events, including the completion of event registration and travel arrangements.
- Generates original, clear, and concise department business correspondence, forms, and notices, which may require posting and/or publication.
- Edits and proofreads department memos, reports, agendas, policies, and Board related correspondence.
- Performs copying, faxing, filing, and other administrative tasks.
- Maintains department files and records in accordance with approved records retention schedules.
- Assists District personnel with meeting preparations, set-up, and clean-up.
- Assists with administrative support for other departments.
- Distributes department 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.

DETAILED DUTIES AND RESPONSIBILITIES - NON-ESSENTIAL FUNCTIONS

10% Performs all related duties as assigned.
