Chester Public Utility District

Manual of Policies

UNION: Non-Union
FLSA: Non-Exempt

POLICY TITLE: ADMINISTRATIVE ASSISTANT Part Time/Temporary
POLICY NUMBER: 2315

DESCRIPTION:

Under immediate supervision, provides a variety of basic office support activities; duties include word processing, data entry, telephone and counter reception, record-keeping, basic report preparation, and filing; provides information and assistance to District staff and the general public; and performs related work as required.

DISTINGUISHING CHARACTERISTICS:

This is the entry level class in the administrative support series. Initially under immediate supervision, incumbents with some clerical experience perform basic office support duties, including record-keeping, compiling, and organizing information and documents from various sources, screening phone calls, visitors and mail, and directing questions to the appropriate staff. As experience is gained, assignments become more varied and are performed with greater independence. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. Since this class is often used as a training class, employees may have only limited or no directly related work experience. This class is distinguished from the Billing Specialist/Deputy Clerk of the Board in that the latter performs more advanced customer service, administrative and office support duties requiring additional training and/or experience, and a deeper understanding of department or program-specific rules, regulations, policies, and procedures.

REPORTS TO:

Receives immediate supervision from the General Manager and/or Billing specialist.

CLASSIFICATIONS SUPERVISED:

This is not a supervisory class.

EXAMPLES OF IMPORTANT AND ESSENTIAL JOB FUNCTIONS:

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.

- Performs a variety of basic office administrative duties to support departmental operations, including word processing, data entry and organization, telephone and counter reception, record-keeping, preparing records, filing, and maintaining office and related supplies.
- Maintains accurate and detailed records, verifies accuracy of information, researches discrepancies, and records information.
- Prepares, copies, collates, and distributes a variety of document; ensures proper filing of copies in departmental or central files.
- Screens calls, visitors, and incoming mail; assists public at front counter and directs public to appropriate locations and/or staff; responds to complaints and requests for information; assists in applying department policies and procedures in response to inquiries and complaints from the public; enters public calls into appropriate computer databases.
- Types, formats and proofreads a variety of routine reports, letters, documents, flyers, brochures, and memoranda; checks drafts for punctuation, spelling, and grammar; suggests corrections.
- Receives, opens, time stamps, sorts, and distributes incoming and interdepartmental mail; prepares and distributes outgoing mail.
- Compiles information and data for reports and submits to requestor; assembles reports, manuals, articles, announcements, and other informational materials;
- Maintains and updates departmental record systems; retrieves information from computer systems and databases as required.
- Gathers, assembles, updates, and distributes a variety of department of District specific information, forms, records, and data as requested.
- Receives, and posts payments; prepares billing statements; processes receivables and payables; performs general ledger tasks; performs additional accounting tasks.
- Monitors office and other related supplies, assists in preparing processing, and tracking purchase requisitions for services and materials.
- Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized and timely manner.
- Compiles reports for CalPERS or other related entities.
- Assist in duties of Clerk of the Board
- Performs other duties as assigned.

DESIREABLE QUALIFICATIONS.

Knowledge of:

- Departmental practices and procedures and applicable District policies.
- Basic principles and practices of data collection and report generation/assembly.
- Modern office practices, methods, and computer equipment and applications, including word processing, database, accountings, social media and spreadsheet applications.
- Methods and techniques of entering data into multiple systems.

- Principles of business letter writing.
- Basic principles of record-keeping.
- Basic arithmetic.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

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

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 (12th) grade. (High School Diploma or GED)
- Some general office clerical experience is desirable.
- A valid Class "C" California Driver's License with a driving record acceptable to the District's insurance provider.
- Additional annual classes may be required as needed.

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 a sedentary 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.

ENVIRONMENTAL ELEMENTS:

Employees work in an office environment with moderate noise levels and controlled temperature conditions. 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:

Non-Benefit position. California minimum sick leave accrual. 1000 hours per fiscal year maximum. Pay scale: $25-$30 depending on qualifications, licensing, and experience per General Manager's discretion.

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