
Castro Valley Sanitary District

POLICIES AND PROCEDURES MANUAL

POLICY TITLE: Job Description – Administrative Assistant
POLICY NUMBER: 2360

2360.1 Definition. Provides varied office administrative and paraprofessional support to the General Manager, Wastewater and Zero Waste Departments (Departments) and related management, professional, and operational staff, performs technical support work for Castro Valley Sanitary District (CVSan) which may include payroll; performs related work as assigned.

2360.2 Supervision Received and Exercised. Supervision is provided by the Business Services Supervisor. Direction may be provided by the General Manager and/or Department Heads (DHs). Project direction may be provided to office support staff.

2360.3 Class Characteristics. This is a fully experienced paraprofessional classification. Responsibilities require the frequent use of tact, discretion, and independent judgment as well as knowledge of departmental and CVSan activities. The work requires the interpretation and application of policies, procedures, regulations and involves frequent contact with the public. This class is distinguished from other office administrative classes in that the nature, scope, and diversity of responsibilities originating at this level of responsibility requires a broader understanding of CVSan functions and the capability of relieving the General Manager and DHs of day-to-day office administrative and coordinative duties.

2360.4 Essential Job Functions:

2360.4.1 Oversee and ensure the office administrative functions of the General Manager's Office and department heads offices are effectively carried out.

2360.4.2 Attend to a variety of office administrative details, such as to stay informed of CVSan activities, transmit information, and attend meetings.

2360.4.3 Perform project research; may prepare technical reports, create and issue permits, and perform other technical work related to CVSan activities.

2360.4.5 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 CVSan policies, format and English usage, including grammar, punctuation, and spelling.

2360.4.6 Operate standard office equipment, including job-related computer hardware and software applications, copier, printer, facsimile equipment and multi-line telephones; may operate other department-specific equipment.

2360.4.7 Organize and maintain various administrative, confidential, reference, and follow-up files.

2360.4.8 Purge files as required.

2360.4.9 Maintain a calendar and coordinate the schedule of the General Manager and DH with those of the members of the CVSan's Board of Director's (Board), and other CVSan supervisory staff, representatives of other organizations, and the public; make travel arrangements as required.

2360.4.10 Coordinate special projects that vary depending on the needs of CVSan.

2360.4.11 The following may be essential functions depending upon assignment:

2360.4.11.1 Administer the drug and alcohol testing program.

2360.4.11.2 Prepare the bi-weekly CVSan payroll; verify time and leave figures and enter data into an appropriate automated system.

2360.4.12 May process invoices for payment, verify receipt of goods, compare to purchase orders, accuracy of calculations, and print checks.

2360.4.13 Process positive pay transactions for online banking fraud protection.

2360.4.14 Process signed checks for mailing.

2360.4.15 Process electric payments and wire transfers.

2360.4.16 Process transactions for bond administration.

2360.4.17 Act as Clerk of the Board; prepare, receive, and maintain all official CVSan records, provide a variety of support to the Board and committees; prepare and distribute agenda packets; prepare resolutions and ordinances; attend meetings and prepare minutes; follow up on decisions as required.

2360.4.18 Administer uniform program.

2360.5 Essential Cognitive Job Functions:

2360.5.1 Ability to comprehend and follow instructions:

2360.5.1.1 Ability to maintain attention and concentration for necessary periods.

2360.5.1.2 Ability to understand written or oral instructions.

2360.5.1.3 Ability to do work requiring set limits, tolerances, or standards.

2360.5.2 Ability to perform simple and repetitive tasks:

2360.5.2.1 Ability to ask appropriate questions and request assistance.

2360.5.2.2 Ability to perform activities of a routine and applicable nature.

2360.5.2.3 Ability to remember locations and work procedures.

2360.5.3 Ability to maintain a work pace appropriate to a given workload:

2360.5.3.1 Ability to perform activities within a schedule, maintains regular attendance, and be punctual.

2360.5.3.2 Ability to complete a normal work day and/or work week and perform at a consistent pace.

2360.5.4 Ability to perform complex and varied tasks:

2360.5.4.1 Ability to synthesize, coordinate, and analyze data.

2360.5.4.2 Ability to perform jobs requiring precise attainment of limits, tolerances, or standards.

2360.5.4.3 Ability to perform a variety of duties, often changing from one task to another of a different nature without loss of efficiency or composure.

2360.5.5 Ability to relate to other people beyond giving and receiving instructions:

2360.5.5.1 Ability to get along with co-workers and peers.

2360.5.5.2 Ability to perform work activities requiring negotiating with, explaining, or persuading.

2360.5.5.3 Ability to respond appropriately to evaluation or criticism.

2360.5.6 Ability to influence people:

2360.5.6.1 Ability to convince or direct others.

2360.5.6.2 Ability to understand the meaning of words and to use them appropriately and effectively.

2360.5.6.3 Ability to interact appropriately with people.

2360.5.7 Ability to make generalizations, evaluations, or decisions without immediate supervision:

2360.5.7.1 Ability to recognize potential hazards and follow appropriate precautions.

2360.5.7.2 Ability to understand and remember detailed instructions.

2360.5.7.3 Ability to make independent decisions or judgments based on appropriate information.

2360.5.7.4 Ability to set realistic goals or make plans independently of others.

2360.5.8 Ability to accept and carry out responsibility for direction, control, and planning:

2360.5.8.1 Ability to set realistic goals or make plans independently of others.

2360.5.8.2 Ability to negotiate with, instruct, and supervise people.

2360.5.8.3 Ability to respond appropriately to changes in work conditions.

2360.6 Non-Essential Job Functions:

2360.6.1 Receive and screen visitors and telephone calls; provide information to CVSan staff, other organizations and the public, requiring the use of judgment and the interpretation of policies, rules, procedures, and ordinances.

2360.6.2 Coordinate special projects that vary depending on the needs of CVSan.

2360.6.3 Make copies of correspondence or other printed materials.

2360.6.4 Arrange meetings by scheduling rooms, notify participants, arrange for refreshments as appropriate, and prepare agendas; ensure information is compiled and duplicated; arrange CVSan-sponsored activities for employees.

2360.7 Qualifications. Knowledge of:

2360.7.1 Basic organization and function of public agencies, including the role of an elected CVSan Board.

2360.7.2 Codes, regulations, policies, technical processes, and procedures related to CVSan activities.

2360.7.3 Standard office administrative and paraprofessional practices and procedures, including the operation of standard office equipment.

2360.7.4 Business letter writing and the standard format for reports and correspondence.

2360.7.5 Take and prepare meeting minutes.

2360.7.6 Computer applications related to the work, including word processing, database presentation, and spreadsheet applications.

2360.7.7 Records management principles and practices.

2360.7.8 Business arithmetic and basic statistical techniques.

2360.7.9 Techniques for providing a high level of customer service to public and CVSan staff, in person and over the telephone.

2360.7.10 Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

2360.8 Skill to:

2360.8.1 Provide varied, confidential and responsible paraprofessional, and office administrative work requiring the use of independent judgment, tact and discretion.

2360.8.2 Respond to and effectively prioritizing multiple phone calls, visitors and other requests or interruptions.

- 2360.8.3** Interpret and implement policies, procedures, technical processes, and computer applications related to the department or organizational unit to which assigned.
- 2360.8.4** Analyze and resolve office administrative and procedural concerns.
- 2360.8.5** Perform basic research and preparing reports and recommendations.
- 2360.8.6** Compose correspondence and reports independently or from brief instructions.
- 2360.8.7** Make accurate arithmetic and statistical calculations.
- 2360.8.8** Use English effectively to communicate in person, over the telephone, and in writing.
- 2360.8.9** Use initiative and independent judgment within established policy and procedural guidelines.
- 2360.8.10** Organize own work, coordinate projects, set priorities, meet critical deadlines, and follow up on assignments with a minimum of direction.
- 2360.8.11** Take a proactive approach to customer service issues.
- 2360.8.12** Make process improvement changes to streamline procedures.
- 2360.8.13** Word process at a net speed of fifty (50) words per minute from printed copy.
- 2360.8.14** Take notes rapidly and accurately transcribing own notes.
- 2360.8.15** Establish and maintain effective working relationships with those contacted in the course of the work.
- 2360.8.16** Manage one's own time and that of others.

2360.9 Education and Experience. Equivalent to graduation from high school with supplemental business school or applicable college-level course work and three (3) years of responsible office administrative, paraprofessional, and/or general clerical experience. Experience in dealing with the public and working in a public agency setting is desirable. Possession of Associates of Arts degree from a business or community college in an appropriate curriculum is desirable and may be substituted for the experience on a year-for-year basis.

2360.10 Interpersonal Effectiveness. Ability to work effectively in a team-based organization focused on continuous improvement; establish and maintain a positive customer service attitude and effective working relationships with customers; demonstration of strong two-way communication skills, including the ability to listen, explain, and facilitate; ability to ask for input; offer help without being asked; accept suggestions; work with others to solve problems; provide recognition and encouragement.

2360.11 License and Certification. Must possess a valid California Class C driver's license and have a satisfactory driving record. Must possess or obtain Cardiopulmonary Resuscitation, AED, and First Aid certificates within a time period specified by CVSan. May be required to be commissioned as a Notary Public by the State of California.

2360.12 Other Requirements: Willingness and ability to work scheduled and emergency overtime; attend meetings, workshops, and seminars during work and non-work hours as assigned.

2360.13 Physical Requirements. Be able to possess mobility to work in a standard office setting and to operate standard office equipment, including a computer; interpret printed materials and a computer screen; and hearing communicate with people in person and over the telephone. Maintain stationary positions for extended periods of time, frequent repetitive use of hands and arms including grasping; occasionally bend, stoop, stretch and reach; have strength and stamina to transport up to fifty (50) pounds.

2360.14 Work Environment. Indoors in a climate controlled office environment working around computer monitors, works with or around others, or alone. May rarely work outdoors.

This description reflects CVSan's assignment of essential functions, it does not proscribe or restrict the tasks that may be assigned.

Employee Signature

Date

Employer Signature

***** END OF POLICY *****