
Castro Valley Sanitary District

POLICIES AND PROCEDURES MANUAL

POLICY TITLE: Job Description – Administrative Technician
POLICY NUMBER: 2390

2390.1 Definition. Provides varied project, educational, marketing, community outreach, coordinative and administrative support to the General Manager, Wastewater, Zero Waste, and Business Services Departments and related management, professional, and operational staff; performs related work as assigned.

2390.2 Supervision Received and Exercised. Direct supervision is provided by the Business Services Supervisor. General direction is provided by the General Manager and the Department Heads, depending upon assignment. Occasional project direction may be provided to office support staff.

2390.3 Class Characteristics. This is a varied project and administrative support classification. The work involves performing a variety of administrative and operational projects. The position will receive a wide scope of project assignments depending upon the current needs of Castro Valley Sanitary District (CVSan). The work requires the interpretation and application of policies, procedures, regulations, and involves frequent contact with the public. This class is distinguished from other administrative support and programmatic classes in that it tends to be project-oriented in nature, and requires professional-level written and oral communication skills.

2390.4 Essential Job Functions:

2390.4.1 Receive and screen visitors and telephone calls; provide information to CVSan staff, other organizations and the public, require the use of judgment and the interpretation of policies, rules, procedures, and ordinances.

2390.4.2 Educate and inform individuals and groups through various media and personal contact means.

2390.4.3 Perform a variety of administrative, budget and operational project research.

2390.4.4 Prepare technical reports; perform other professional and technical work related to CVSan activities.

2390.4.5 Prepare correspondence, forms, media, informational and educational materials, graphic designs and specialized documents from drafts, notes, brief instructions or corrected copy; proofread materials for accuracy, completeness, and compliance with departmental policies, format and English usage, including grammar, punctuation and spelling.

2390.4.6 Operate standard office equipment, including job-related computer hardware and software applications, facsimile equipment and multi-line telephones, or other department-specific equipment.

2390.4.7 Organize and maintain various administrative, reference and follow-up files; purges files as required.

2390.4.8 Collect and maintain donations including supply inventory.

2390.4.9 Maintain database, prepare charges, and process inquires for the annual sewer service charge assessment process.

2390.4.10 Close out work orders for the Collection System Maintenance Department.

2390.4.11 Create and/or generate staff hourly reports.

2390.4.12 Coordinate updates for the CVSan website.

2390.4.13 Maintain and update all CVSan social media forms.

2390.4.14 Act as staff point person for daily information technology (IT) concerns.

2390.5 Essential Cognitive Job Functions:

2390.5.1 Ability to comprehend and follow instructions:

2390.5.1.1 Ability to maintain attention and concentration for necessary periods.

2390.5.1.2 Ability to understand written or oral instructions.

2390.5.1.3 Ability to do work requiring set limits, tolerances, or standards.

2390.5.2 Ability to perform simple and repetitive tasks:

2390.5.2.1 Ability to ask appropriate questions and request assistance.

2390.5.2.2 Ability to perform activities of a routine and applicable nature.

2390.5.2.3 Ability to remember locations and work procedures.

2390.5.3 Ability to maintain a work pace appropriate to a given workload:

2390.5.3.1 Ability to perform activities within a schedule, maintains regular attendance, and be punctual.

2390.5.3.2 Ability to complete a normal work day and/or work week and perform at a consistent pace.

2390.5.4 Ability to perform complex and varied tasks:

2390.5.4.1 Ability to synthesize, coordinate, and analyze data.

2390.5.4.2 Ability to perform jobs requiring precise attainment of limits, tolerances, or standards.

2390.5.4.3 Ability to perform a variety of duties, often changing from one task to another of a different nature without loss of efficiency or composure.

2390.5.5 Ability to relate to other people beyond giving and receiving instructions:

2390.5.5.1 Ability to get along with co-workers and peers.

2390.5.5.2 Ability to perform work activities requiring negotiating with, explaining, or persuading.

2390.5.5.3 Ability to respond appropriately to evaluation or criticism.

2390.5.6 Ability to influence people:

2390.5.6.1 Ability to convince or direct others.

2390.5.6.2 Ability to understand the meaning of words and to use them appropriately and effectively.

2390.5.6.3 Ability to interact appropriately with people.

2390.5.7 Ability to make generalizations, evaluations, or decisions without immediate supervision:

2390.5.7.1 Ability to recognize potential hazards and follow appropriate precautions.

2390.5.7.2 Ability to understand and remember detailed instructions.

2390.5.7.3 Ability to make independent decisions or judgments based on appropriate information.

2390.5.7.4 Ability to set realistic goals or make plans independently of others.

2390.5.8 Ability to accept and carry out responsibility for direction, control, and planning:

2390.5.8.1 Ability to set realistic goals or make plans independently of others.

2390.5.8.2 Ability to negotiate with, instruct, and supervise people.

2390.5.8.3 Ability to respond appropriately to changes in work conditions.

2390.6 Non-Essential Job Functions:

2390.6.1 Assist and support community outreach activities.

2390.6.2 Arrange for the distribution of marketing information to the public through various media sources.

2390.6.3 Coordinate maintenance and repairs of equipment with the IT consultant.

- 2390.6.4** Coordinate IT strategic plans.
- 2390.6.5** Assist with general housekeeping of the office building.
- 2390.6.6** Perform weekly kitchen and cleaning duties.
- 2390.6.7** Make copies of correspondence or other printed materials.

2390.7 Qualifications. Knowledge of:

- 2390.7.1** Basic organization and function of public agencies, including the role of an elected CVSan Board.
- 2390.7.2** Practices and techniques of project research, administration, and reporting.
- 2390.7.3** Principles and practices of preparing and disseminating educational, informational and media materials.
- 2390.7.4** Codes, regulations, policies, technical processes, and procedures related to CVSan activities.
- 2390.7.5** Standard office administrative practices and procedures, including the use of standard office equipment.
- 2390.7.6** Business letter writing and the standard format for reports and correspondence.
- 2390.7.7** Computer applications related to the work, including word processing, database, and spreadsheet applications.
- 2390.7.8** Records management principles and practices.
- 2390.7.9** Business arithmetic and basic statistical techniques.
- 2390.7.10** Techniques for providing a high level of customer service to public and CVSan Board and staff, in person and over the telephone.
- 2390.7.11** Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- 2390.7.12** Troubleshoot software and minor hardware problems.

2390.8 Skill to:

- 2390.8.1** Organize and complete various projects in an efficient, successful, and cost-effective manner.
- 2390.8.2** Develop creative and effective educational, informational, and medial materials.
- 2390.8.3** Interpret and implement policies, procedures, technical processes, and computer applications related to the department or organizational unit to which assigned.
- 2390.8.4** Analyze and resolve CVSan administrative, policy, and procedural activities.

- 2390.8.5** Perform technical project research and prepare reports and recommendations.
- 2390.8.6** Compose correspondence, reports, and other written materials independently or from brief instructions.
- 2390.8.7** Make accurate arithmetic and statistical calculations.
- 2390.8.8** Use English effectively to communicate in person, before groups, over the telephone, and in writing.
- 2390.8.9** Use initiative and independent judgment within established policy and procedural guidelines.
- 2390.8.10** Organize own work, coordinate projects, set priorities, meet critical deadlines, and follow up on assignments with a minimum of direction.
- 2390.8.11** Take a proactive approach to recycling and other customer service issues.
- 2390.8.12** Make process improvement changes to streamline procedures.
- 2390.8.13** Word processing and entering data with sufficient speed and accuracy to perform the work.
- 2390.8.14** Establish and maintain effective working relationships with those contacted in the course of the work.
- 2390.8.15** Provide varied, confidential, and responsible office administrative work requiring use of independent judgment, tact, and discretion.
- 2390.8.16** Respond to and effectively prioritize multiple phone calls, visitors, and other requests or interruptions.
- 2390.8.17** Manage one's own time and that of others.
- 2390.8.18** Analyze basic computer problems and recommend solutions, apply computer policies and procedures, and provide technical training to CVSan staff.

2390.9 Education and Experience. Possession of an AA or AS degree, with major coursework in communications, journalism, public relations, public policy, business, public administration, or a field related to the work. Some experience in a public agency or in the communications field is desirable. Full-time public relations, communications, project management, technical business support, or a field related to the work supplemented by some college or business school coursework may be substituted for the college-level education on a year-for-year basis.

2390.10 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.

2390.11 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.

2390.12 Other Requirements. Willingness and ability to work scheduled and additional overtime as needed; attend meetings, workshops, and seminars during work and non-work hours as assigned.

2390.13 Physical Requirements. Interpret printed materials and a computer screen; communicate with people in person and over the telephone. Maintain static postures 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 safely transport up to Fifty (50) pounds.

2390.14 Work Environment. Works indoors in a climate controlled office environment working around computer monitors; works with or around others, or alone. Work is primarily performed in an office setting; however, there may be occasional outdoor exposure to inclement weather conditions, noise, dust fumes, odors, and hazardous materials.

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 *****