



## Administrative Office Assistant I/II/III

Class Code:  
210,211,212

### DEFINITION

Under supervision from an assigned management representative, provides confidential office support for District administrative staff such as: types a variety of documents including correspondence, forms, memos, Board reports, annual reports, contracts and confidential reports and memos; maintains filing system for the Office of the General Manager, including confidential personnel records; assists with the compilation, distribution and delivery of Board meeting agendas and related materials; receives, greets, and screens telephone calls and visitors; provides factual information and assistance to the public; and performs other related work as required.

### DISTINGUISHING CHARACTERISTICS

*This classification is distinguished by its access to confidential information and assignments to provide clerical support to the Executive Assistant and support to programs in the General Manager's office, such as water resource planning, water conservation, public education and public information.*

**Administrative Office Assistant I** is the entry level in the Administrative Office Assistant series. Under close to general supervision within a framework of established policies and procedures, incumbents learn and perform the less complex and specialized professional office support tasks. As experience and proficiency are gained, assignments become more varied and complex and the level of independent action increases within established guidelines. Assignments are given in specific terms and are subject to frequent review while in progress and upon completion, except where tasks are well defined by established standards, policies and procedures. There is limited latitude for independent judgment.

This class is distinguished from the journey-level Administrative Office Assistant II classification by the routine nature and limited complexity of work assignments and the level of supervision received. The Administrative Office Assistant classifications are flexibly staffed. Upon recommendation of the immediate supervisor and approval by the department manager, an incumbent in this classification may advance to an Administrative Office Assistant II after two (2) years at entry level and demonstrated proficiency in the job requirements of the journey level classification.

**Administrative Office Assistant II** is the experienced, journey-level in the Administrative Office Assistant series. Under general supervision within a framework of established policies and procedures, incumbents are fully competent to perform the full range of assigned tasks. Assignments are given in general terms and are subject to periodic review while in progress and upon completion. There is some latitude for independent judgment and action in well-defined areas of work.

This class is distinguished from the entry-level Administrative Office Assistant I by the increased complexity of work assignments and level of independence with which assignments are performed. This class is further distinguished from the Executive Assistant classification which is a single-position classification that provides direct staff support to the General Manager and Board of Directors.

**Administrative Office Assistant III** is the specialist level, where employees will independently perform the most complex administrative duties requiring the ability to analyze situations and make decisions in accordance with rules, laws, and regulations. Some responsibility to provide lead level support to other employees on a limited basis may be required.

This class is distinguished from the journey-level Administrative Office Assistant II by the complexity of job assignments, the extent of responsibility, and specific duties assigned, the level of expertise required to complete assigned tasks, and the designation of lead-level responsibility.

## **TYPICAL DUTIES**

### **TYPICAL EXAMPLES OF DUTIES MAY INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING:**

- Types correspondence, forms, memos, Board staff reports, annual reports, contracts, and other documents including confidential reports and memos from drafts, notes, or brief instructions using a personal computer and a variety of software applications.
- Proofreads typed materials for accuracy, completeness, format, compliance with District correspondence standards and correct English usage including grammar, punctuation and spelling; designs new formats and forms as needed for administration of various programs using word processing or spreadsheet software.
- Maintains filing system for the Office of the General Manager according to District standards, including confidential personnel records and other files and reports; sends and retrieves files from on-site and off-site storage locations following records management procedures; coordinates and performs document management activities including scanning, indexing, retrieving and updating documents; assists with the coordination of file reviews and public records inspections by outside persons.
- Assists the Executive Assistant with the compilation, distribution, and delivery of Board meeting agendas and related materials.
- Researches information from various sources; assembles for inclusion in periodic or special reports and uses various software programs to display in table or graphic format.
- Enters and retrieves information from computerized databases including those used to maintain water audits, water conservation program information and/or employment-related records; organizes and maintains files and records related to area of assignment.
- Processes water conservation rebate applications.
- Performs basic data entry and assists with the development and maintenance of project files.
- Provides factual information regarding District programs and services to the public, which may require interpretation of policies and procedures and use of tact and judgment.
- Receives, greets and screens telephone calls and visitors; takes messages or directs

calls to appropriate staff; processes mail and transmits and distributes fax communications for the Office of the General Manager.

- Drives a motor vehicle to various District facilities, governmental agencies and other locations to pick up and deliver correspondence, documents, materials and supplies, which may include recording documents off-site at the County Recorder's Office.
- Copies and distributes employee notices such as District-wide procedures, benefit information, training materials and other notices related to the programs within the Office of the General Manager.
- Prepares presentations through manipulation of data; develops and prepares special reports.
- Prepares documents for, and supports audits of, processes or records within the Office of the General Manager.
- Performs other related work as required.

## REQUIREMENTS

*Any combination of education and experience that would likely provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the knowledge, skills, and abilities would be the equivalent of:*

### **Education and Experience:**

Possession of a high school diploma or its equivalent; and

**Administrative Office Assistant I:** One (1) year of full-time office support experience.

**Administrative Office Assistant II:** Two (2) years of full-time office support experience equivalent to an Administrative Office Assistant I with the District.

**Administrative Office Assistant III:** Three (3) years of full-time office support experience equivalent to an Administrative Office Assistant II with the District.

### **Knowledge, Skills and Abilities:**

**Knowledge of:** standard office practices and procedures, including filing and record keeping principles and procedures; operation of a personal computer and other standard office equipment; correct English usage, including spelling, punctuation and grammar; common software applications, including word processing, spreadsheets and database programs.

**Skill and Ability to:** quickly learn and use specific technical terminology of the organizational unit to which assigned; understand and follow District procedures and practices; work independently and exercise sound judgment within established guidelines; prioritize and handle a high-volume workload with concurrent assignments, multiple and/or competing deadlines, and frequent interruptions; research, compile, and summarize a variety of information for inclusion in periodic or special reports; prepare clear and concise written reports; compose routine correspondence from brief instructions; maintain varied and complex files and detailed and accurate records; maintain confidentiality of records and files; make accurate arithmetic calculations; type

accurately at a rate of 50 words per minute from printed copy and type with speed and accuracy from rough draft copy and/or voice recording equipment; effectively operate a personal computer and other standard office equipment; proficiently utilize word processing, spreadsheet and database software applications; provide accurate responses to inquiries and requests from a wide variety of employees and the public; communicate effectively and tactfully, both orally and in writing; establish and maintain good working relationships with those contacted in the course of the work; and perform the essential duties of the job without causing harm to self or others.

**Additional Requirements:**

- Must possess a valid California driver's license and have a satisfactory driving record.

**Working Conditions/Physical Requirements:**

The essential functions of these classifications are performed in a controlled-temperature office and require the ability to: sit for extended periods of time in front of a computer screen; use finger dexterity and hand strength to perform simple grasping and fine manipulation; use a telephone, computer keyboard and other office equipment on a daily basis; speak and hear in person and on the phone; see sufficiently to perform assignments; intermittently twist to reach equipment or supplies surrounding desk; and frequently lift and/or carry items weighing up to 20 pounds and occasionally up to 55 pounds.

Revised: 04/14

Approved:   
Human Resources/Risk Manager