



Position: Assistant Administration Analyst

Reports to: Executive Assistant / Board Clerk

Definition: Under supervision from an assigned management representative, performs a variety of office administrative and clerical duties in support of various District divisions, provides general administrative support to designated management staff, coordinates assigned programs, projects and services with District divisions and outside vendors, provides general information and assistance to the public and performs other related work as required.

Supervision: Reports to the Executive Assistant / Board Clerk, may be asked to support and receive direction from other management staff.

Typical Duties:

Under general supervision within a framework of established policies and procedures, incumbent learns and performs both general/routine and complex/specialized professional office support tasks. Some responsibility to provide lead level support to other employees on a limited basis may be required. Duties may include, but are not limited to, the following:

- Prepare correspondence, memos, reports, contracts, forms, presentations and other documents including confidential reports, meeting minutes from drafts, notes, or instructions using a personal computer and a variety of software applications.
- Assist in the preparation of monthly, quarterly, semiannual and annual reports to local, state and federal regulatory agencies.
- Assist in implementing outreach and water systems education program to customers, community groups, students, teachers, stakeholders and staff.
- Assists with developing public and community outreach events and programs promoting conservation, water resource planning and community programs. Staff's various special events such as assemblies, science fairs, farmers markets, community group meetings and open houses.
- Coordinate outreach activities at community events such as annual Art, Wine & Beer Festival and Fourth of July Parade.

- Assist in the preparation and posting of Board of Directors meeting agenda materials and reports.
- Be familiar, and available to provide support to record and administrate Board of Director and Committee meetings, as needed.
- Proofread materials for accuracy, completeness, format, compliance with District standards and correct English, as needed.
- Organize and maintain paper and electronic filing systems according to District standards, perform document management activities including scanning, indexing, retrieving and updating documents; assist with the coordination of file reviews and responding to public records requests; develop and maintain indexes and lists.
- Edit content and design elements for District website using content management software; updates information regularly basis to ensure content is up to date; collaborate with staff to improve presentation.
- Be familiar, and available to manage use of the community room, as needed.
- Receive, greet and screen phone calls and visitors, take messages or direct calls to appropriate staff, distribute general mail/e-mail.
- Communicate with customers, vendors and other parties in person, phone or in writing regarding District programs, policies and services using tact and judgment.
- As assigned, interact in person and over the phone with customer inquiries such as water bill payments, rebates and other transactions.
- Coordinate activities related to increasing engagement in all customer categories on the District's customer portal.
- Drive a motor vehicle to various District facilities, governmental agencies and other locations to pick up and deliver correspondence, documents, materials and supplies.
- Performs other related work as required.

Minimum Qualifications:

Knowledge: Principles, techniques, and practices of office activities and functions; methods and practices of data collection and report preparation; common computer software and hardware; principles and practices of verbal and written communications; proper use of office equipment.

Skills: Keyboard with speed and accuracy; keep clear, accurate and concise records; provide high level of customer service with public, vendors, contractors and staff. Proficiency in MS Office with expertise in Microsoft Word, PowerPoint and Excel.

Abilities: Deal tactfully and courteously with the public and staff; work effectively and maintain attention to detail despite frequent interruptions; quickly learn policies and procedures pertaining to the work; work cooperatively and effectively in a team setting; work independently and in the absence of supervision; understand and carry out oral and written instructions; organizing own work, set priorities and meet critical time deadlines.

Education and Experience: Any combination of education and experience that has produced the necessary knowledge, skills and abilities may be qualifying. A typical way of obtaining the required qualifications would be:

Experience: Two or more years of increasingly responsible administrative and/or customer service experience

Education: Completion of high school or its equivalent. Some coursework or specialized training in business administration, public administration, or a related area of study.

License or Certification: Must possess and maintain a valid California Driver's License and a safe driving record.

Desirable Qualifications: Experience in public utility or governmental agency. Knowledge of web-based media, social media, and other emerging media for communications.

Other Requirements: Must be willing and available to attend evening and weekend community events and board meetings as required. Must take part in all safety and training programs for staff, must have sufficient eyesight to read standard text on paper and computer screen, must have acute hearing, must be able and willing to lift, drag and push files and records weighing up to 25 pounds.