



Position: Administrative Office Assistant

Reports to: Assistant to General Manager

Definition: Under supervision from an assigned management representative, provides general and confidential office support to various District divisions with primarily administrative tasks such as: prepare documents including correspondence, forms, memos, reports; maintain filing systems; assist with the compilation, distribution and delivery of Board meeting agendas and related materials; assist with developing and updating District's social media presence; receive, greet and screen phone calls and visitors; assist with customer services such as payment processing and account inquiries, provide information and assistance to the public; support District's public outreach strategy; and perform other related work as required.

Supervision: Reports to the Assistant to General Manager, may be asked to support and take direction from other management representatives.

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, presentations and other documents including confidential reports, meeting minutes from drafts, notes, or instructions using a personal computer and a variety of software applications; design and develop new forms as needed;
- Proofread materials for accuracy, completeness, format, compliance with District standards and correct English;
- Perform all administrative support functions to the Santa Margarita Groundwater Agency including but not limited to formatting and assembling agenda materials, recording meetings, preparing minutes and public notices, processing Board actions, maintaining the records, and supporting social media presence. Research information from various sources, assemble for inclusion in periodic or special reports and use various software programs to display in table or graphic format;
- Edit content, and graphic design elements for District website using content management software; update information regularly to ensure content is up to date; collaborate with staff to improve presentation;
- Manage the use of the community room; handle inquires, process reservations, provide assistance and/or training for audio visual equipment;
- Coordinate conference, travel and training arrangements for board members and staff.

- 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 or lists;
- Coordinate facilities support services including custodial, information technology, maintenance, and security;
- 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;
- Provide coverage for Customer Service, as necessary, with customer inquiries, water bill payments, and other transactions;
- Drive a motor vehicle to various District facilities, governmental agencies and other locations to pick up and deliver correspondence, documents, materials and supplies;
- Perform 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 to attend evening and weekend 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.

Revised: May 2019