



TAHOE CITY PUBLIC UTILITY DISTRICT
Job Description

Job Title:	Administrative Assistant II
Department:	As Assigned
Supervised By:	Department Manager
FLSA Status:	Non-Exempt
Revised as of:	January 2015

JOB SUMMARY

To provide a variety of general administrative support to the District and its management; and to perform customer service functions related to assigned department.

DISTINGUISHING CHARACTERISTICS

The Administrative Assistant II is the journey level classification in the Administrative Assistant series. This is a responsible position with emphasis on journey level expertise and independent judgment and decision-making. The Administrative Assistant II classification is distinguished from the Administrative Assistant I by the ability to perform the full range of duties assigned, with only occasional instruction or assistance as unusual or unique situations arise. Progression into the Administrative Assistant II level job class is based on the employee's attainment of the qualification standards of the II level, an ability to perform the full scope of the work and meet performance expectations, and the business need for positions at the II level.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned department manager.

ESSENTIAL FUNCTIONS

The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

- Act as a communication liaison between the District, its customers and the general public; answer phones, refer callers to appropriate party, greet visitors, provide general and routine information or refer questions to the appropriate resource.
- Independently type and produce a variety of documents, correspondence, agendas, budgets, mailings, brochures, and presentation materials from rough draft, notes, or general instructions utilizing Word, Excel, Access and/or similar software packages.
- Proof, print, copy, and distribute District flyers and correspondence.

- Perform a variety of general office clerical and administrative support functions which may include: file maintenance, sorting and distribution of mail, typing timecards, ordering office supplies, making copies, fax retrievals, and maintenance of petty cash fund.
- Accept applications and issue permits; arrange inspections and process associated forms; accept and process requests for service; locate mains and services for the issuance of permits and escrow clearance.
- Process rebates and assist with a variety of public outreach and conservation related events and activities.
- Accept, process, and code payments for services, fees, programs, service charges and materials; maintain records relating to receipts and payments.
- Organize, maintain, and retrieve a variety of records in database format; prepare associated reports.
- Arrange meetings, initiate facility set-up, schedule participants, distribute notifications and mailings, and prepare agendas.
- Assist with the posting of information to the District's website.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Establish and maintain effective working relationships with co-workers and all others contacted in the performance of assigned duties.
- Utilize appropriate safety procedures and practices for assigned duties.
- Work safely and cooperatively with others.

ADDITIONAL DUTIES AND RESPONSIBILITIES

- Maintain a variety of mailing lists; print labels for staff usage.
- Attend and take notes during meetings for minutes; transcribe tapes into minutes; copy and mail minutes and other information to meeting attendees.
- Research, propose and maintain special programs or projects.
- Organize and maintain a variety of filing and mapping systems.
- Perform all other duties as assigned.

EMPLOYMENT STANDARDS

1. Knowledge of:

- Modern office practices, methods, and computer equipment including relevant software programs.
- Operation of office equipment including personal computers, fax machines, copiers, printers, typewriters, telephones, voicemail and e-mail systems, etc.
- Oral and written communication skills; business English including vocabulary, spelling, and correct grammatical usage and punctuation.
- Mathematical ability including addition, subtraction, multiplication, and division, and basic bookkeeping practices.
- Safe work practices.
- Principles and practices of advanced customer service.
- Applicable local codes, ordinances, rules and regulations.

2. Ability to:

- Type and compose a variety of business correspondence including letters, memos, reports, mailing lists, etc.
- On a continuous basis, sit at desk for long periods of time. Intermittently twist and reach office equipment; write and use keyboard to communicate through written means; run errands; lift or carry weight of 25 pounds or less.
- Intermittently, review documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve office issues for the public and with staff.
- Understand and carry out oral and written instructions, and prioritize workload to meet deadlines.
- Read, write and comprehend the English language at a level necessary for effective job performance exercising correct English usage, vocabulary, spelling, grammar and punctuation.
- Communicate effectively, tactfully and positively in both oral and written form.
- Operate and use modern office equipment and technology, including computers and applicable software.
- Establish, maintain and foster positive working relationships with those contacted in the course of work.

EDUCATION AND TRAINING REQUIREMENTS

1. Education and Experience Requirements:

Any combination of education and experience which would likely provide the necessary knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Successful completion of the twelfth grade, to include the ability to read and write at a level required for successful job performance.

Experience: Two (2) years of progressively responsible administrative support experience comparable to that of an Administrative Assistant I with the District.

2. Certification & Licensing Requirements:

- Possession of appropriate and valid driver's license and driving record that complies with District policy.
- Depending upon assignment, position may require licensing as a notary public or ability to become licensed within 6 months of appointment.

WORKING CONDITIONS

Work is performed in a typical temperature controlled office environment subject to typical office noise and conditions. (See detailed Job Analysis for a more complete list of physical and mental requirements.)

Reviewed by: *Ramona Cruz*

Date: 01/15/2015

Classified by: *Ramona Cruz*

Date: 01/15/2015

Approved by: *Cindy Gustafson*

Date: 01/15/2015