**CLASSIFICATION SPECIFICATION**

**ADMINISTRATIVE ASSISTANT II**

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<th>Status: At-Will</th>
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<td>FLSA Status: Non-Exempt</td>
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Santa Ana Watershed Project Authority  
Effective Date: March 20, 2018  
Revision Dates: None

### POSITION SUMMARY:
Under general supervision, performs a variety of general administrative duties of moderate to complex difficulty requiring knowledge of Agency procedures and priorities including office support, records management functions, interaction with staff and members of the public, compose and edit general correspondence, reports, spreadsheets, and procurement documents, maintain databases, and related duties as assigned.

All SAWPA employees are designated Disaster Service Workers pursuant to state law (California Government Code Sections 3100-3109) and are expected to work overtime, weekends, evenings and holidays as required to accommodate the Agency needs, in addition to responding as a Disaster Service Worker.

### SUPERVISION RECEIVED AND EXERCISED:
The Administrative Assistant II classification reports to and receives direction from the Administrative Services Manager and exercises no supervision. May also receive direction from staff as assigned by the Administrative Services Manager.

### DISTINGUISHING CHARACTERISTICS:
This classification is an experienced level class in the Administrative Assistant series. The Administrative Assistant II position is distinguished from the Administrative Assistant I level by the performance of a full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of operating procedures and policies of the work unit. Positions in this class are flexibly staffed and positions at the Administrative Assistant II level are normally filled by advancement from the Administrative Assistant I level. Individuals are required to have prior related experience which meets the qualification standards of the Administrative Assistant II level.

### ESSENTIAL FUNCTIONS:
These examples are illustrative of the various types of work which may be performed and in no particular order of more or less significance. Omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this classification. Duties, responsibilities and activities may change at any time.

- Performs a wide variety of responsible and complex administrative duties in support of the office.
- Plans, organizes and carries out administrative assignments; ensures follow-up to unanswered and/or unresolved matters.
- Types from rough draft, verbal instruction or transcribing electronic recordings.
- Independently composes letters, documents, memoranda or basic reports from general instructions or from information related to assigned responsibilities.
- Provides assistance to members of the public and outside stakeholders regarding policies, procedures, services and operations.
- Receives, scans and distributes daily incoming mail, materials and packages and applies specialized
knowledge of departmental and program policies and procedures to determine and implement distribution.

- Maintains files and information with the utmost in discretion and in a confidential manner in accordance with assignment.
- Maintains various calendars of activities, meetings and various events in accordance with policy and instruction.
- Create and maintain databases as instructed.
- Provides administrative support for various committees, commissions and task forces; takes meeting notes; types and/or transcribes meeting minutes from notes and recordings; performs input and maintains records, logs and databases of specialized or technical documents for a variety of purposes and information; generates periodic reports.
- Types, prepares, copies and distributes meeting agenda and related materials, minutes, resolutions or other formal documents.
- Maintain a variety file electronic documents/public records in accordance with policies and procedures.
- Document scanning, indexing and importing into Agency’s data management system in accordance with uniform standards and Agency policies and procedures.
- Adhere to office procedures including record management policies and procedures, ensuring compliance with Agency’s record retention policy.
- Type and prepare procurement, purchase order, work order and contract documents, in approved format and in accordance with policies and procedures, route for required signatures, distribute to consultants, contractors and vendors; monitor applicable contract and insurance expiration dates and inform supervisor of impending expiration and/or need to extend contract of necessary; maintain records on all consultant, contractor and vendor certification of insurance forms.
- Follow up with relevant staff to resolve discrepancies and inconsistencies in accordance with established policies.
- Receive and input project status data; generate and distribute application monthly, quarterly and annual reports; general special reports periodically and as directed.
- Perform purchasing duties including communications with vendors regarding scope, price and price comparisons; prepare, type, and process appropriate documentation; receive and verify orders; maintain and stock office and first aid supplies inventory; process incoming invoices.
- Maintain inventory control; process and inventory/tag new equipment and furniture; maintain records on database files; discard old equipment, furniture and/or materials.
- As assigned and in accordance with applicable policies and procedures, upload accurate, applicable documentation to Agency website.
- Conducts research on a wide variety of topics; verifies information accuracy; addresses discrepancies.
- Greets, answers, screens and refers visitors and telephone calls, providing information and handling issues that may require sensitivity and the use of sound, independent judgment; performs receptionist duties, greeting and referring visitors and customers and operating the front desk telephone exchange (switchboard) equipment; maintains a high level of customer service quality while assisting customers in person and by telephone; conducts research, responds to requests for information and complaints, customers and the public in accordance with instruction and training and refers requests or complaints to appropriate staff to resolve the issue.
- Maintains a high level of customer service quality while assisting customers, in person and by telephone, in accordance with Agency policies and procedures and refers requests or complaints to appropriate staff to resolve the issue.
- Meeting setup and cleanup; plan, order, pickup and oversee delivery of meeting refreshments as assigned.
- Offsite errands in support of SAWPA functions and operations.
• Receives, scans and distributes daily incoming mail, materials and packages and applies specialized knowledge of departmental and program policies and procedures to determine and implement distribution.
• Operate, troubleshoot and maintain a variety of office machines and equipment including copiers, printers, binding machines, postage machines and related equipment; attend to office equipment malfunctions; arrange for repair as necessary.
• Assist with special projects and events as assigned.
• As assigned and in accordance with applicable policies and procedures, assist with information and document gathering to requests for public records.
• Uses math and mathematical reasoning.
• Design and maintain charts, graphs, database tables, logs and other materials relative to assigned department functions.
• As assigned, assists in developing and administering Requests for Proposals and Qualifications and requests for bid documents; assists in facilitating proposal evaluation; assists in preparing legal agreements and task orders used for contract award.
• Performs contract administration and management documentation in accordance with assigned functions.
• Perform related duties and responsibilities as assigned.

When assigned human resources responsibilities, may be responsible for one or more of the following:

• Maintains the highest level of discretion and confidentiality; ensures files and information are maintained in accordance with applicable laws, policies and procedures.
• Supports recruitment activities for position vacancies, including creation of job postings, screening applications, scheduling interviews, and conducting background checks as directed.
• Conducts new employee orientation sessions, assists in preparation and processing of onboarding documentation, maintains a working knowledge of Agency human resources policies and procedures, benefits plans and benefits provided.
• Assists in open enrollment activities.
• Assists in monitoring training databases, certification and training requirements as well as voluntary education.
• Maintain all legally mandated employment postings and notices.
• Support responses to employment verifications, salary and benefit surveys and similar information requests.

When assigned Agency-wide records management responsibilities, may be responsible for one or more of the following:

• Serve as the lead support for all requests for records and requests for information within scope of support to include all Agency committees, commission, boards and task forces, and Joint Powers Authorities of which SAWPA is a member agency.
• Assist in maintaining records management program including applicable legal retention periods and destruction schedules; establish/revise file categories and indexing criteria.
• Assist with electronic document management systems to ensure proper retention, retrieval and accessibility.
• Assist with developing and updating document management procedures.
• Organize, coordinate and monitor Agency’s offsite records storage program, including offsite record filing and retrieval; conduct period audits of offsite file storage.
ANCILLARY FUNCTIONS:

- Assist with various conference, summit, and/or outreach activities as assigned.
- Provide support for Sanitary Sewer Overflow (SSO) emergency responses as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- General principles and practices of special district administration.
- Office procedures, methods and equipment including computers, smartphones, tablets and applicable applications including word processing, spreadsheets and databases.
- Concept, principles and procedures of records management and workflow, including software applications such as OnBase.
- Recordkeeping, filing and purchasing practices and procedures.
- Basic terminology used in a governmental setting and in preparation of applicable documents.
- General contractual terminology and administration.
- Principles and process relating to Requests for Proposals, Qualifications, Bids, etc.
- Principles and process relating to public hearings.
- Principles of public meetings; roles and responsibilities of public governing boards.
- Correct English usage, including spelling, grammar and punctuation.
- Customer service techniques and methods.
- Agency organization, rules, policies and procedures applicable to assigned areas of responsibility.
- Agency personnel rules and policies; operation and requirements of the Agency payroll system.
- Applicable business and technical software, maintained at a progressive skill level required of the position.

Skills and Abilities:

- Maintain skills and abilities in applicable business and technical software applications at a beginning-to-intermediate level.
- Intermediate-to-advanced time management skills and ability to multi-task and prioritize work with intensive deadlines on multiple concurrent tasks.
- Efficiently operative computer equipment utilizing word processing, spreadsheet, database and other applicable software.
- Troubleshoot computer, software and office equipment issues; research and implement solutions.
- Maintain and utilize process flow charts for applicable processes.
- Prepare clear and concise correspondence and reports on a variety of assigned projects.
- Timely complete accurate research on a wide variety of topics in an efficient, proficient manner.
- Receive and apply knowledge and information; continue to build upon and apply toward future knowledge base.
- Plan, organize, and carry out assignments independently in accordance with training and policies.
- Ability to pay attention to detail and maintain accuracy; proofread work and work of others.
- Communicate clearly and concisely, both orally and in writing.
- Analyze and solve problems.
- Advanced time-management and efficiency.
- Apply critical thinking to reach sound, logical conclusions regarding user needs and business requirements.
- Set priorities and balance responsibilities for multiple projects and initiatives to ensure timely, high-quality results.
- Establish, maintain and foster positive and harmonious working relationships with those contacted in
the course of work.
- Ability to possess a valid California Class C driver’s license, which must be maintained throughout employment with the agency; maintain a driving record acceptable to the Agency’s automobile insurance provider.

**QUALIFICATIONS:**

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

- **Experience:** 3-4 years of increasingly responsible office administrative experience involving a high level of interaction with the public. Experience in a government setting is desirable. Associate degree in business or a related field may substitute for one year of experience.
- **Training/Education:**
  - Graduation from high school or G.E.D. equivalent.
  - College level course work or an Associate degree or equivalent college level course units from an accredited community/junior college or university in business, public administration, project management or a related field is desired.
  - Advanced proficiency in Microsoft Office Word, Excel and PowerPoint and Outlook; proficient in SharePoint.
  - Microsoft Office Specialist (MOS) Certification for Word, Excel, PowerPoint and Outlook is desirable; must attain MOS Certification within six months of hire/promotion date.
- **License:** A valid California Class C driver’s license, which must be maintained throughout employment with the agency; maintain a driving record acceptable to the Agency’s automobile insurance provider.

**WORKING CONDITIONS | PHYSICAL REQUIREMENTS | CONDUCT**

- **Working Conditions:**
  - Office Environment: 90% or more work time spent inside an office building; exposure to computer screens; exposure to office lighting (florescent, LED, etc.); exposure to sunlight through windows; exposure to wireless and cordless devices. Support for Sanitary Sewer Overflow (SSO) emergency responses may include periods of time working outside in an unsheltered environment.
  - Exposure to sun: 10% or less work time may be spent outside a building and exposed to the sun; exposure to sunlight through windows. Support for Sanitary Sewer Overflow (SSO) emergency responses may include periods of time working outside in an unsheltered environment.
  - Irregular or extended work hours: An alternate work schedule is maintained; occasionally required to change working hours or work longer hours.
  - Environmental Elements: Employees work in an office environment with moderate noise levels, controlled temperature conditions, exposure to sunlight through windows, and no direct exposure to potentially hazardous physical substances. Employees may interact with staff and/or public and private representatives in a fast-paced environment while interpreting and enforcing agency/departmental processes and procedures. Support for Sanitary Sewer Overflow (SSO) emergency responses may include periods of time working outside in an unsheltered environment.

- **Essential Physical Requirements:** Ability to communicate orally with elected representatives, management and other staff and the public in a face-to-face, one-on-one and group setting. Regularly use a telephone for communication. Use office equipment such as a personal computer, copier and facsimile machines. Sit and/or stand for extended time periods. Hearing and vision required to be within normal ranges. Regularly work in areas with exposure to sunlight through windows. Support for Sanitary Sewer Overflow (SSO) emergency responses may include periods of time working outside in an unsheltered environment. Routinely carry, push, pull and lift binders up to 10 lbs. and boxes up to 35 lbs. Read at, above, and below shoulder height. Occasionally stoop, kneel or crouch. Sufficient
manual dexterity required to operate equipment.

- **Conduct Standard**: Interact with elected representatives, management and other staff and the public in a positive, cooperative, and supportive manner. Maintain the highest standards regarding diversity and inclusion.