CLASSIFICATION SPECIFICATION
ADMINISTRATIVE ASSISTANT I

Santa Ana Watershed Project Authority
Effective Date: March 20, 2018
Revision Dates: None

Status: At-Will
FLSA Status: Non-Exempt

POSITION SUMMARY:
Under 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 and spreadsheets, 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 I 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 the entry level class in the Administrative Assistant series. Positions at this level usually perform most of the duties required of the Administrative Assistant II level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Initially under close supervision, incumbents perform the more routine duties while learning policies and procedures and becoming familiar with the variety of organizational systems and practices. As experience and knowledge are gained, duties become more detailed and diversified. Incumbents may advance to the Administrative Assistant II level after gaining experience, knowledge and demonstrating proficiency which meets the qualifications of the higher 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 in a confidential manner.
- Maintains calendars of activities, meetings and various events.
- Create and maintain databases as instructed.
- Serves as administrative support to various committees, commissions and task forces; takes meeting notes; types and/or transcribes meeting minutes; performs input and maintains records, logs and databases of specialized a or technical documents for a variety of purposes and information; generates period 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.
- 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.
- 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.
- Perform document imaging, scanning and indexing in accordance with policies and procedures.
- Verify information accuracy; research 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.
- Meeting setup and cleanup; plan, order, pickup and oversee delivery of meeting refreshments.
- Offsite errands in support of SAWPA functions and operations.
- 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.
- Coordinate special projects and events as assigned.
- Coordinate documents responsive to requests for public records as directed.
- Uses math and mathematical reasoning.
- Design and maintain charts, graphs and other materials relative to assigned department functions.
- Perform related duties and responsibilities as assigned.

**ANCILLARY FUNCTIONS:**

- Assist with various conference, summit, and/or outreach activities 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 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.
- Efficiently operative computer equipment utilizing word processing, spreadsheet, database and other applicable software.
- Troubleshoot computer, software and office equipment issues; research and implement solutions.
- Prepare clear and concise correspondence and reports on a variety of assigned projects.
- Timely complete accurate research as directed.
- 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.
- Assist in development of department budget.
- Ability to pay attention to detail and maintain accuracy; may be tasked to proofread documents and materials.
- Communicate clearly and concisely, both orally and in writing.
- Analyze and solve problems.
- Time-management and efficiency.
- Ability to apply situational critical thinking.
- Manage priorities and responsibilities as assigned; seek guidance and direction when warranted.
- 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: 2-3 years of increasingly responsible office administrative experience involving a high level
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; proficient in Microsoft Outlook.
  - Microsoft Office Specialist (MOS) Certification for Word, Excel and PowerPoint is desirable.

- **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 (fluorescent, LED, etc.); exposure to sunlight through windows; exposure to wireless and cordless devices.
  - Exposure to sun: 10% or less work time may be spent outside a building and exposed to the sun; exposure to sunlight through windows.
  - 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.

- **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. Routinely carry, pull, reach 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, the public, management and other staff in a positive, cooperative, and supportive manner. Maintain the highest standards regarding diversity and inclusion.