

SAN BERNARDINO MUNICIPAL WATER DEPARTMENT CLASSIFICATION SPECIFICATION

TITLE: ADMINISTRATIVE ASSISTANT

DATE: 7/1/2022

JOB CODE: 21834

FLSA STATUS: NON-EXEMPT

UNIT REPRESENTATION: GENERAL

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DUTIES SUMMARY

Under general supervision, to perform varied and highly responsible and complex administrative support tasks of a paraprofessional nature; coordinate section administrative office activities in support of a division, and/or perform highly technical operational functions in support of ongoing activities and projects for a major division; may perform lead and training duties; exercise regular and substantial independent judgment and procedural knowledge in performing work requiring interpretation of rules, regulations, procedures, policies, and guidelines; perform related work as required.

DISTINGUISHING CHARACTERISTICS

This class is the advanced, technical and para-professional level in the office support series. This class is distinguished from the journey level Senior Office Assistant by the higher complexity confidential, and technical nature of assignments. Incumbents in this class serve as the key coordinator for Section administrative office activities, perform lead and training duties, and perform diverse and complex technical support work requiring technical or in-depth knowledge and training in specialized areas, projects, or programs, requiring application and understanding of the specialized or technical area. Incumbents are required to exercise substantial and regular independent judgment in performing work assignments, to handle and prioritize multiple high-level technical responsibilities for assigned functional area independently and possess substantial knowledge and understanding of the functions of the work unit operations in performance of work assignments. Supervision and direction are received from an Administrative Coordinator or Section Head.

EXAMPLES OF DUTIES

The following duties are typical essential duties for positions in this classification. Any single position may not perform all of these duties and/or may perform similar related duties not listed here:

All Positions:

- Provide courteous and expeditious customer service to the general public and City Department staff;
- Routinely adhere to and maintain a positive attitude toward City and department goals;

- Perform a variety of complex and responsible technical work in support of ongoing activities and projects for a major division and in support of professional/management personnel assigned to the division;
- Serve as key contact and office coordinator for a major section of a division;
- Conduct technical research and prepare specialized reports for presentation; develop procedures and maintain complex and detailed records;
- Recommend and assist in implementing office programs and related technical practices, procedures and policies;
- Serve as a technical source to subcontractors, contractors, government agencies, and the Department;
- Orient new Section administrative/office support staff; perform lead and training duties as assigned; may assign, direct, or verify work of lower-level support staff;
- Exercise regular and substantial independent judgment and procedural knowledge in performing work requiring interpretation of rules, regulations, procedures, policies, and guidelines;
- Respond to technical inquiries and provide information and assistance; handle inquiries independently by imparting technical information about programs and procedures using substantial knowledge of functions of work unit; provide resolutions; obtain information from higher level management in order to resolve issues, when necessary, rarely referring caller to another source;
- Prepare, and process various administrative and financial documents and transactions ensuring accuracy, proper completion, and conformance with established policies, regulations, and procedures;
- Coordinate and participate in the compilation and tabulation of data for regular and ad hoc reports of the highest complexity; review and interpret source materials and interpret and apply applicable policies, practices and procedures; code and post data to logs and records; make complex mathematical calculations; audit documents to ensure compliance with applicable statutes and regulations; research and resolve discrepancies to ensure accuracy of reports; determine proper format for finished reports;
- Develop and implement software systems to monitor accounts, programs, and various division functions; devise forms to collect and summarize data;
- Develop and maintain comprehensive spreadsheets involving formulas and links; develop and maintain comprehensive databases involving multiple reports; maintain an advanced level of proficiency and knowledge of spreadsheets, databases, and work program to ensure appropriate tracking and extracting of data;
- May prepare and process various employee transactions including timecards and injury reports; maintain daily equipment, time, material records, reimbursement forms, and overtime sheets; maintain various confidential employee records including performance evaluations, attendance, leave to include work status reports and FMLA, employee consultations, incident reports, certifications, training, safety, and related areas;
- Process financial transactions including invoices, bills, and purchase requisitions; monitor, order, and stock office supplies for work unit; assist in preparation of annual budget;

- Prepare correspondence, reports, staff reports, forms, lists, schedules, agendas, and related documents from rough draft and/or from oral or written direction independently requiring use of judgment based upon a thorough knowledge of the functions and procedures of the unit; may attend meetings and transcribe minutes from hand written notes or from recordings; proofread materials for accuracy; copy, collate, staple and otherwise bind a variety of materials; assemble and prepare materials for mailing;
- Establish and maintain files and various manual and electronic record keeping systems; manually and/or electronically sort and file documents, maps, and records according to pre-determined classifications and determine new classifications as necessary; perform data entry into electronic systems; manipulate, summarize, and extract data for use in various reports; audit and ensure accuracy of records and files; retrieve manual and electronic materials from established systems;
- Receive, open, date stamp, and distribute mail;
- Arrange and schedule meetings, trainings, conferences, workshops, and handle logistics;
- Operate a variety of office equipment, including computers and related software, calculator, facsimile, photocopier, laminator, scanner, two-way radio, and related specialized office equipment of the assigned unit;
- Perform related work as required.

In addition to the duties included in “All Positions” above, when assigned to Water Reclamation, may perform the following specialized/technical duties:

- Develop various standard and ad hoc complex reports;
- Collect data and maintain spreadsheets for utilities, sludge hauling, grit and screening, and laboratory costs; reconcile invoices in preparation for payment;
- Develop, organize, and distribute correspondence working with the plant supervisor related to certification applications, monthly bio solids certifications, well reports, “503 reports” and monthly operations reports;
- Develop and maintain the computerized preventative maintenance system; perform data entry of equipment and assign frequency of service; create job plans and checklists for supervisors; generate work orders for all divisions;;
- Create organizational charts and other graphics for various reports;
- Manage and determine disposition of records; prepare documents for archiving and participate in quality control;
- Develop and maintain RIX JPA Quarterly Budget Report and memo;
- Generate and maintain Safety work order status spreadsheet;

In addition to the duties included in “All Positions” above, when assigned to Environmental and Regulatory Compliance (ERC), may perform the following specialized/technical duties:

- Coordinate and prepare in final format the consumer confidence report;
- Participate in the administration of the Department’s backflow prevention device testing/cross connection control program; issue quarterly and weekly notices; monitor compliance; post test results;

- Initiate geothermal billing; perform calculations to determine rates;
- Coordinate and monitor the scheduling of all testing required by State, Federal, and related regulatory agencies; coordinate and maintain Water Quality Sample Schedule and frequency of testing for active production wells and GAC plants;
- Collect, disseminate, and record data and prepares monthly reports including Fire Hydrant flushing and radiological report to submit to regulatory agencies as required;
- Compose follow-up correspondence related to water quality concerns;
- Maintain files of all water quality testing with special attention to well, EPA well, and GAC plant files;
- Assist in the preparation of discharge monitoring reports; develop spreadsheets monthly for influent, recycle, and effluent for each facility; organize all corresponding data for management staff in preparation for monthly, quarterly, and annual reports to the Regional Board;
- Maintain database of all Water Reclamation Plant/RIX compliance sampling for regulatory agencies; record and maintain daily activities/processed in preparation for reports;
- Manage ECOBASE database system; maintain detailed records in the system maintaining laboratory analyses records; assign parameter identification numbers for each sampling utilizing an active parameter listing for the system and working closely with the Director of Environmental and Regulatory Compliance and/or Environmental Supervisor; develop sampling schedules for two facilities;
- Create and maintain chain of custodies for all sampling; ensure that all sampling is scheduled as directed for permits by following the monitoring and reporting programs; schedule specific site sampling in accordance with pertinent rules and regulations; assign new site identification numbers; read flags and determine whether the parameters are coming across per chain of custodies;
- Collect, organize, and record all data from external laboratories; manage database for laboratory data; enter data via electronic transfers from outside laboratories or manually; search, retrieve, and create reports and spreadsheets for use in preparation of the discharge monitoring reports;
- Perform daily administration of documents for the pretreatment program, septic program, Inland Empire Brine Line (IEBL) and silver waste program; create, maintain, and revise multiple databases including the Santa Ana Watershed Project Authority (SAWPA) database;
- Maintain detailed and complex manual and electronic records related to environmental control including permits, sampling, violations, and inspections; issue notices of violation; track compliance; maintain records of permit issuance;
- Issue industrial and restaurant user permits, issue violations, plan check intake prepare brine station billing documents and submit to SAWPA and SBVMWD for processing;
- Analyze and research permit history;
- Compile, research, and verify information for billing, payroll, customer service, permit holders, budgetary requirements, and reporting requirements for other agencies.

In addition to the duties included in “All Positions” above, when assigned to Water Utility, may perform the following specialized/technical duties:

- Prepare and maintain various agency and departmental emergency and policy/procedure manuals;

- Prepare, coordinate, and maintain engineering board packets, agendas, request for proposals, specifications, project status report, professional services agreements, and annual engineering project summary;
- Prepare cost letters and contractor-installed letters; assist engineering staff with contractor-installed checklist packet;
- Verify work of field staff ensuring completion and conformance with established policies and procedures;
- Reconcile expenses for the Superintendent's monthly credit card statement.
- Perform detailed energy and water production analyses;
- Recommend well pump and booster operating priorities based on energy conservation;
- Prepare and maintain hydrographs;
- Maintain well data and pump records;
- Assist in the preparation of well and booster pump renovation specifications;
- Maintain records and assist in preparing production and energy usage reports;
- Maintain files of energy use and water production trends;
- Assist in well booster efficiency test pumping;
- Research, compile data and prepare periodic reports;
- Prepare work orders;
- Answer public and contractor questions regarding water pressure, water quality, main locations, line size, and related matters;
- Contact and schedule inspections;
- Read electric and water meters at specific locations;
- Compute, read, and determine meter accuracy;
- Maintain annual production meter calibration program;
- Operate Department vehicles;
- Run blueprint copies;
- Interpret and analyze technical data and draw logical conclusions;
- Perform occasional light physical labor;
- Work from blueprints, drawings, sketches, specifications, and technical manuals.

In addition to the duties included in "All Positions" above, when assigned to Customer Relations may perform the following specialized/technical duties:

- Develop and post content on the Administrative Services sections web pages;

- Reconcile expenses for the Administrative Services Manager and Information Technology Manager's monthly credit card statements;
- Create and enter work orders;
- Compile, research, provide and verify information for billing, payroll, customer service, budgetary requirements, and reporting requirements for other agencies;
- Manage and determine disposition of records; prepare documents for archiving according to Department record retention guidelines; participate in quality control of records;
- Provide support and assistance in staffing the Department's main phone line;
- Sort and open incoming mail;
- Compose and edit bill inserts, flyers, and customer letters;

QUALIFICATIONS

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

Knowledge of:

- Modern office practices, procedures, equipment, and organization;
- Technical aspects of Water Utility, Environmental and Regulatory Compliance, and/or Water Reclamation work;
- Specialized Water Utility, Environmental and Regulatory Compliance, and/or Water Reclamation reporting;
- Water Utility pumps, power schedules, and production and distribution systems;
- Advanced office record keeping and computer systems;
- Business accounting principles and terminology; intermediate business math;
- Correct English usage, grammar, spelling, and punctuation;
- Preparation of business correspondence;
- Advanced office techniques involving classifying, indexing, processing, retrieving and controlling a large volume of records;
- Public relations and telephone techniques;
- Word processing, spreadsheet, and data base techniques at an advanced level.

Ability to:

- Organize and implement programs and projects;
- Maintain confidentiality of sensitive or privileged information;

- Perform advanced administrative and technical work involving the use of a computer and sophisticated/specialized software systems;
- Receive, research, and provide technical information over the telephone in order to successfully resolve inquiries and/or complaints;
- Write legibly;
- Understand, interpret and explain to others pertinent procedures and functions quickly and apply them with substantial independence;
- Communicate effectively both orally and in writing;
- Understand and carry out a variety of complex assignments with regular substantial independence from oral and written instructions;
- Interpret and apply rules, regulations, policies and procedures applicable to the office or work area in which employed;
- Compile and interpret a variety of technical data and prepare accurate financial and statistical and detailed documents, reports, correspondence and other materials;
- Proofread and detect errors in grammar, spelling, and punctuation;
- Utilize computers and various software including word processing, databases, and spreadsheets at an advanced level in order to create office/business systems for assigned work functions; create templates, forms, and reports to track and retrieve data;
- Establish and maintain effective working relationships with those contacted in the course of work;
- Organize, prioritize work assignments independently;
- Perform simple/routine mathematical calculations with speed and accuracy;
- Keyboard at a net speed of 45 word per minute;
- Establish and maintain complex filing systems;
- Proofread and detect errors in grammar, spelling, and punctuation;
- Compose correspondence and quantitative reports requiring thorough understanding of the functions of the work unit;
- Interpret and analyze technical data and draw logical conclusions;
- Work from blueprints, drawings, sketches, specifications, and technical manuals;
- Read, understand, and apply moderately difficult materials;
- Prepare accurate oral and written reports;
- Work under moderate or high stress conditions;
- Perform occasional light physical labor;
- Work in the field in varying weather conditions;

- Operate a vehicle observing legal and defensive driving practices;
- Maintain a driving record which meets Vehicle Code Standards and is acceptable to the Department and its insurance carrier.

MINIMUM QUALIFICATIONS

Education: Graduation from high school, or equivalent, preferably supplemented by the completion of specialized office, business, or computer coursework;

Experience: Three (3) years of progressively responsible office/administrative experience (equivalent to a Senior Office Assistant at San Bernardino Municipal Water Department) in performing journey/advanced level administrative, technical, financial, and/or customer service functions; and ability to demonstrate word processing, database, and/or spreadsheet proficiency at an advanced level (depending on position) and keyboard at a speed of 45 wpm.

Technical utility experience such as office engineering, energy auditing, and production analysis is highly desirable.

NECESSARY SPECIAL REQUIREMENTS

Possession of a valid Class "C" California driver's license. For out of state applicants, a valid driver's license is required and a valid Class "C" California driver's license must be obtained within ten (10) days of appointment (CA Vehicle Code 12505c).

PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS

Work involves exposure to potential physical harm, hazardous chemicals, and infectious disease. There is frequent need to stand, sit, stoop, walk, and perform other similar actions during the course of the workday. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

Incumbents require sufficient mobility to work in an office setting and operate office equipment, transport materials and supplies weighing up to 25 pounds, and to travel to various locations. Must be able to see in the normal visual range with or without correction with vision sufficient to read small print, computer screens and other printed documents. Must be able to hear in the normal audio range with or without correction. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

CAREER LADDER

From: Administrative Assistant

To: Administrative Coordinator

Job Description:

BOWC Approved:

Rev w/title change

Rev

8/24/2004

6/25/2019

6/28/2022

Testing Standards: App Review/ Supp App Review/Keyboarding (typing)