



## **RUBIDOUX COMMUNITY SERVICES DISTRICT**

### **ADMINISTRATIVE ASSISTANT (Customer Service or Engineering Assistant)**

#### **DEFINITION**

Under general supervision, performs a variety of clerical, administrative and support duties which involve dealing with the public, developers, and consultants, both in person, via email and over the telephone; receives customer and developer payments and performs related work as assigned.

#### **DISTINGUISHING CHARACTERISTICS**

This position is part-time, focusing on clerical, administrative and customer support services, the Customer Service Administrative Assistant hours will be from 10:00 AM through 2:00 PM, Monday through Friday and not more than 20 hours per week or 1,000 hours per 12-month period. It is distinguished from other positions by the “floating” nature of assignments due to clerical relief objectives.

The working hours for the Engineering Administrative Assistant will either be four hours over five days or five hours over four days as assigned by the District and not more than 20 hours per week or 1,000 hours per 12-month period.

The successful candidate can be assigned either in the Customer Service Department or the Engineering/Operations Department. Typical job assignments will include assisting the public and customers or performing clerical and administrative support services for the Customer Service or Engineering/Operations departments depending on the assignment of the position.

#### **SUPERVISION RECEIVED AND EXERCISED**

Direct supervision is received either from the Customer Service/Accounts Payable Manager or Director of Engineering depending on work assignment of the position.

#### **ESSENTIAL AND MARGINAL FUNCTION STATEMENTS**

Essential and other important responsibilities and duties may include, but are not limited to the following:

#### **Generally**

- Performs related work as assigned.

- Regular attendance at the work site.
- Other duties as assigned by the position's direct supervisor.

### **Specific Functions based on the Work Assignment of the Position**

#### **For the Customer Service Department:**

- Assist customers with inquiries regarding billing charges or delinquencies; performs cashiering duties; assists departments with inquiries and/or research.
- Answers routine to complex questions by telephone, email, and in person at the front counter about utility bills; reviews consumption history; provides inquiries requiring account research to Accounting/Customer Service Clerks for resolution; submits field requests for meter re-reads and meter tests; at the direction of Accounting/Customer Service Clerks, follows up with customers to provide information on actions taken and resolutions to issue.
- Acts as receptionist for District office and answers the central District telephone; determines the nature of the call, directs the call to the proper office or field person or provides information or takes message as appropriate.
- Performs a variety of general office support tasks in support of department operations; assists and backs-up other staff; assists in departmental correspondence, filings, and telecommunications.

#### **For the Engineering/Operations Department:**

- Performs Data Entry for Monthly Reporting required by the Division of Drinking Water (DDW) accurately and timely as late reporting is not permitted by the DDW
- Prepares Developer Receipts and Consultant Task Orders on forms used by the District and sends them to the appropriate parties as well as files them in the District Files Electronically.
- Maintain various spreadsheets tracking District and Developer projects as projects proceed in a timely manner.
- Generates correspondence and transmittals requiring non-technical content for Engineering/Operations functions.

### **KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge of:

- Proper phone etiquette.
- Basic arithmetic functions and computations.
- Modern office procedures and methods.

- Safe work practices.
- Basic English writing skills.

Skill in:

- Operating a personal computer for clerical and customer service applications.
- Use of office programs such as Word, Excel, Access and Adobe.
- Using a 10-key adding machine by touch.
- Calculating Developer Fees from Fee Schedules using Excel Spreadsheets developed by the District.
- Coordinate and organize files – hard copies and electronic.

Ability to:

- Review records, reports, and related documents, identify discrepancies, and resolve problems related to assigned area of responsibilities.
- Work steadily in an office environment with frequent interruptions.
- Work independently in the absence of close supervision.
- Understand and carry out oral and written instructions.
- Communicate clearly and concisely, both orally and in writing.
- Learn and correctly apply the policies and procedures of the District.
- Establish and maintain effective working relationships with those contacted in the course of the work.
- Deal tactfully and effectively with customers and the public.
- Perform clerical/administrative work and enter data in computer with speed and accuracy.
- Maintain physical condition appropriate to the performance of assigned duties and responsibilities.
- Maintain mental capacity which allows the capability of making sound decisions and demonstrating intellectual capabilities.
- Maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading, writing, and operating assigned equipment.
- Speak fluent Spanish is desirable.

## **REQUIRED QUALIFICATIONS**

### **Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:**

High School Diploma or GED with at least three (3) years of experience in comparable office position.

**Education/Training:**

Equivalent to the completion of the twelfth grade.

Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for acceptable job performance.

**License:**

Possession of a valid California Driver's License (Class C) including a satisfactory driving record is required.

## **PHYSICAL DEMANDS AND WORKING CONDITIONS**

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

### **Environment:**

Standard office setting; frequent interaction with district staff and the public.

### **Physical:**

While performing the duties of this class, employees are regularly required to sit, walk, and stand; talk or hear, in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms. Employees are occasionally required to walk, and stand for prolonged periods; stoop, bend, kneel and twist; and may lift up to 25 pounds.

### **Mental:**

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; reads and interpret data, information and documents; analyze and solve problems; observe and interpret situations; learn and apply new information or skills; perform highly detailed work; work on multiple concurrent tasks; work with frequent interruptions; work under intensive deadlines; interact with District managers, staff, vendors, the public and other encountered in the course of work.

### **Vision:**

See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate assigned equipment.

### **Hearing:**

Hear in normal audio range with or without correction.

Job Status: Non-Exempt

Date Modified: December 2022