

BEAR VALLEY CSD

JOB DESCRIPTION

JOB TITLE: OFFICE ASSISTANT
DEPARTMENT: ADMINISTRATION
REPORTS TO: ADMINISTRATIVE SERVICES DIRECTOR

JOB SUMMARY:

The Office Assistant works under the supervision of the Administrative Services Director and is responsible for performing general clerical duties, front desk operations and customer service functions. Assists utility and finance staff as needed.

SUPERVISION RECEIVED/EXERCISED:

All duties are performed under the supervision of the Administrative Services Director. The Office Assistant does not perform any supervision of any classification.

ESSENTIAL FUNCTIONS STATEMENTS:

Essential functions, as defined under the Americans with Disabilities Act, may include the following duties and responsibilities, knowledge, skills, and other characteristics. This list of duties is illustrative only, and is not a comprehensive listing of all functions and tasks performed by this position.

ESSENTIAL FUNCTIONS

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address agency needs and changing business practices.

- Perform customer service functions; provide assistance and information related to utility services, accounts, bills, procedures, forms, problems or other issues; respond to routine questions, complaints or requests for service; research account discrepancies, problems on accounts; respond to questions; initiate problem resolution.
- Communicate via telephone and/or two-way radio; answer incoming calls; provide information and assistance; take and relay messages or direct calls to appropriate personnel; return calls as necessary
- Respond to routine requests for information or assistance from customers, employees, the public or other individuals
- Prepare work orders for field personnel in response to customer requests
- Maintain a high level of organizational skills in order to work efficiently in a fast paced and constantly changing environment
- Use multi-tasking skills throughout the day to take care of customers and maintain District processes

JOB TITLE: OFFICE ASSISTANT

- Process a variety of documentations associated with departmental operations, per established procedures and within designated timeframes; perform necessary calculations; distribute documentations or maintains records as appropriate
- Operate a computer to enter, retrieve, review or modify data in computer database; verify accuracy of data and makes corrections as needed; generate computerized reports; use knowledge of various software programs to operate a computer in an effective and efficient manner
- Research delinquent accounts; check extensions for non-payment and change status as needed to produce cut off work orders
- Receive various forms, reports, correspondence, utility bills, agency vouchers, checks, invoices, meter readings, work orders, logs, journals, schedules, directories, manuals or other documentation; review, complete, process, forward or retain as appropriate; maintain file system of departmental records
- Administer and perform the day to day tasks of the office
- Organize and complete special projects as assigned
- Receive, open and distribute incoming mail; prepare outgoing mail. Research returned mail for address corrections
- Maintain office supplies and inventories
- Provide assistance or backup coverage to other employees or departments as needed
- Other duties as assigned

EDUCATION & TRAINING

Minimum qualifications for this classification include:

Education:

Equivalent to graduation from a U.S. high school or passing score on the General Education Development (GED) exam.

License or Certificate:

Possession of or ability to obtain a current and valid Class C California Driver's License and maintain a clean driving record.

Experience:

Six (6) to twelve (12) months related administrative or customer service experience and/or training is desirable.

KNOWLEDGE AND ABILITIES

Knowledge of:

- Standard office practices, procedures, and equipment
- Basic principles and practices of customer service
- Basic principles and practices of clerical accounting, billing, collections, and adjustments
- Record keeping practices and procedures
- Computers and applicable software applications including MS Word, Excel and Outlook
- English usage, spelling, grammar and punctuation
- Appropriate safety precautions, procedures, practices and regulations

JOB TITLE: OFFICE ASSISTANT

Ability to:

- Communicate effectively with the public in oral and written form and professionally represent the District
- Use professional telephone etiquette in handling resident requests
- Project an approachable and professional image in personal appearance, manner, and demeanor
- Maintain a work environment of cleanliness and organization
- Acknowledge and greet all residents and guests with utmost courtesy and urgency
- Be self-motivated and perform responsibilities with a strong customer service orientation
- Operate standard office machines and computer software proficiently
- Perform basic addition, subtraction, multiplication and division
- Follow established codes, policies and guidelines
- Effectively interact with all levels of management, employees, residents and guests
- Work independently in the absence of direct supervision
- Logically solve problems
- Understand and carry out oral and written instructions
- Establish and maintain effective working relationships with all levels of employees and customers
- Accept correction and constructive criticism and apply it to performance

PHYSICAL DEMANDS:

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

While performing the duties of this job, the employee is regularly required to have: hearing and speech adequate to communicate in person and by telephone; the ability to see within normal parameters with close and distance vision; the ability to sit, stand, walk, bend and reach; use of hands and fingers to operate a computer keyboard and communicate through written means; strength to lift and/or move up to 15 pounds.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The duties of this position are generally performed under work conditions found in a typical indoor office or field environment. Occasional travel from site to site and work at out-of-office locations may be required. The noise level of the work environment is usually moderate.

DISASTER SERVICE WORKER:

In accordance with Government Code Section 3100, District employees, in the event of a disaster, are considered disaster service workers and are required to report for duty and respond accordingly.

FLSA

This is an FLSA Non-exempt position.