



Administrative Specialist

Department/Division:	May be assigned to any department
Reports To:	Assigned supervisory or management staff
Provides Direction To:	None
FLSA Exemption Status:	Non-Exempt
Effective Date:	12/19/2024

GENERAL PURPOSE

Under general supervision, performs a wide variety of office, administrative and technical duties in support of assigned functional areas; performs data entry and complex record-keeping duties; and performs other related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Incumbents assigned to this level perform routine administrative support functions under general supervision, and may assist other functional areas, as assigned; while exercising discretion and independent judgment within established guidelines.

ESSENTIAL FUNCTIONS

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the class.

- Provide general clerical and administrative support to the department. May provide front-line customer support; greeting and directing customers, visitors, contractors, and consultants; directing incoming calls; arranging meetings; signs for deliveries and other front facing support as needed.
- Assists in resolving routine and more complex concerns, inquiries and complaints; takes appropriate action for a satisfactory resolution.
- Performs a wide variety of responsible administrative duties for management staff and other division staff as assigned, relieves the department head of administrative work, and attends to a variety of administrative details to ensure smooth operations of the assigned department or division.
- May compile and enter data; completes a variety of forms, logs, schedules, and reports; devises record keeping systems as required; prepares and processes purchase orders/requisitions and invoices; keyboards and edits documents ranging from general correspondence to technical reports to spreadsheets.
- May assist with reviewing and processing timecards.
- Orders office supplies, equipment, and other items as required.

- Opens, sorts, distributes, and handles mail for assigned area; assists with various mailings.
- Receives and processes payments, prepares receipts, and completes appropriate documentation.
- Composes letters independently using standard templates, from dictation or from brief instructions.
- Creates and maintains various filing/record keeping systems.
- May assist in performing research to locate documents, records, plans, deeds, permits, agreements, or other items.
- Assists with preparing reports, as assigned.
- May cross-train and perform the duties of other support functions, as necessary.
- Assists in making arrangements for organizational events; coordinates seminars, conferences and workshops; works with appropriate staff to schedule trainings; maintains records of staff certifications.
- May assist with portions of the budget preparation and administration, as assigned.
- Participates in District safety meetings.
- Maintain prompt and regular attendance.
- Performs other related duties, as assigned.

QUALIFICATIONS GUIDELINES

Knowledge of:

- District organization, functions and policies.
- Principles of customer service and customer relations.
- Policies, procedures, rules and regulations of the District and assigned functional area.
- Basic English usage, spelling, grammar, and punctuation.
- Modern office practices, equipment, and procedures.
- Business correspondence and filing systems.
- Personal computer operation and related software applications including basic level Microsoft Office, e-mail and web-based communication tools.
- Advanced record-keeping methods including computer based records.
- Safe work practices.

Ability to:

- Prepare and maintain accurate and complete records and reports.
- Work efficiently and accurately.
- Interpret a variety of District policies.
- Understand and interpret technical material.
- Maintain a variety of administrative files and records.
- Establish and maintain cooperative working relationships with others.
- Deal tactfully and courteously with a wide range of employees, supervisors, administrators, officials and members of the general public.
- Communicate clearly and concisely, both orally and in writing.
- Operate a vehicle observing legal and defensive driving practices.
- Operate standard office equipment, personal computers, Internet, and Microsoft Office software products.
- Take notes at meetings and prepare clear and concise reports and/or minutes.

- Observe proper safety precautions.

Minimum 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:

Education: A high school diploma or satisfactory equivalent, preferably supplemented by the completion of college level courses in business and/or information technology

AND

Experience: A minimum of two (2) years of progressively responsible administrative support experience preferably including public contact and record keeping, including developing and maintaining electronic records.

Licenses, Certificates; Special Requirements:

Possession of a valid Class C California driver's license, acceptable driving record.

In accordance with California Government Code Section 3100, West Valley Water District employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

PHYSICAL AND MENTAL DEMANDS

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 functions.

While performing the duties of this classification, an incumbent is regularly required to use hands and fingers to handle or feel. The employee is frequently required to talk, hear, and to sit and reach with hands and arms. The employee is occasionally required to stand, walk, climb or balance and stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to ten (10) pounds, frequently lift and/or move up to twenty-five (25) pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Sensory demands include the ability to see within the normal range, talk, and hear, and use electronic touch keypads.

THIS POSITION MAY BE ELIMINATED, OR THE DUTIES, QUALIFICATIONS AND TRAINING REQUIRED CHANGED BY THE BOARD OF DIRECTORS AND/OR THE GENERAL MANAGER, WHEN IN THEIR JUDGEMENT, IT IS CONSIDERED NECESSARY AND PROPER FOR THE EFFICIENT OPERATION OF THE DISTRICT.