



FIELD OPERATIONS SPECIALIST II

Department: Field Operations
Range:

FLSA Status: Non-Exempt
Effective Date: September 1, 2010

General Purpose

Under general supervision of the Superintendent/Chief Operator, to perform a wide variety of field office administrative and technical duties at an intermediate to advanced level; to perform data entry and complex record keeping duties; and to perform other related duties as required.

Distinguishing Characteristics

This is the journey level class in the Field Office Specialist series. Incumbents in this class perform intermediate to advanced level work under general supervision. This class is distinguished from the lower level Field Office Specialist I in that incumbents are experienced and skilled journey level workers, who perform with greater independence and decision making utilizing knowledge of field operations functions and activities. Incumbents may assist in training others and provide back-up support to higher level Field and Engineering support staff, as assigned.

Essential Duties and Responsibilities

The duties and responsibilities listed below are intended to provide a representative list of the various types of work that may be performed. Specifications are not intended to reflect all duties performed within the job class, and incumbents may expect to perform other related similar duties.

- Provides intermediate to advanced level office administrative duties and technical support for field operations staff including general copying and faxing of documents.
- Serves as receptionist; greets and directs all incoming customers, visitors, contractors and consultants; arranges meetings.
- Answers and screens telephone calls, determines purpose and refers to others when appropriate; assists in resolving routine and more complex inquiries; signs for deliveries.
- Compiles and enters data; completes a variety of forms, logs, schedules and reports; devises record keeping systems as requires; prepares purchase orders and invoices; keyboards and edits documents ranging from general correspondence to technical reports to spreadsheets.

- Organizes and logs field time cards; maintains records of temporary workers' hours; obtains and distributes field employees' paychecks.
- Orders office supplies, uniforms, sweatshirts, and other items as required.
- Opens, sorts, distributes and handles mail for assigned area; assists with various mailings.
- Accepts payments for construction invoices, meter installations and fire flow tests.
- Composes letters independently using standard templates, from dictation or from brief instructions.
- Creates and maintains various filing/record keeping systems.
- Cross-trains and performs the duties of the Engineering/Operations Coordinator, as necessary, including maintaining the records for construction projects and developments.
- Assists in making arrangements for numerous organizational events.
- Participates in District safety meetings.
- Performs other related duties, as assigned.

Qualifications

Knowledge of:

- District organization, functions and policies.
- Principles of customer service and customer relations.
- 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.
- Keyboard at 50 wpm.
- 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.

Necessary Special Requirements

Must possess an appropriate valid, Class "C" Driver's License issued by the California State Department of Motor Vehicles, and a good driving record.

Physical Tasks and Environmental Conditions

The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions on a case-by-case basis.

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.

Article 3.306

Advancement in salary is not automatic. It should be considered a reward for meritorious service. The General Manager may authorize the advancement of an employee who has performed twelve (12) months continuous satisfactory service.

An employee who furthers his/her knowledge in the field or employment may become eligible for consideration of a salary review by the General Manager. The General Manager may authorize reimbursement to the employee for cost of tuition, registration fees, required text books, certification costs and other related charges upon proof of receiving a passing grade, and /or certificate, whichever may be appropriate or both.

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.