

VALLEY CENTER MUNICIPAL WATER DISTRICT
ADMINISTRATIVE ASSISTANT I/II

DEFINITION

Under immediate supervision, incumbents perform a variety of routine to difficult clerical and administrative support duties which may include but are not limited to customer service, typing, word processing, record keeping, and filing.

CLASS CHARACTERISTICS

Incumbents are responsible for performing routine administrative support activities including interacting with internal and external customers, maintaining and editing a variety of documents ranging from general correspondence to reports and spreadsheets, maintaining databases, and performing related duties as assigned.

Administrative Assistant I is the entry level class in the Administrative Assistant series. Initially under close supervision, incumbents perform the more routine duties while learning District policies and procedures and becoming familiar with the variety of departmental systems and practices. Incumbents may advance to the higher level of Administrative Assistant II after gaining experience and demonstrating proficiency which meet the qualifications of the higher level.

Administrative Assistant II is the experienced, journey level class in the series, distinguished from the lower classification by the relative independence with which duties are performed. Incumbents perform a greater diversity of specialized assignments requiring the application of terminology, policies, practices, and procedures.

ESSENTIAL DUTIES

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 this position.

Acts as receptionist for the District offices, which includes: answering telephone lines and radio, determining nature of call; recording and processing emergency customer service requests and service orders; directing callers to the proper person or department, providing information to callers, or, taking messages as appropriate.

Receives and records payments, and other monies, and issuing receipts; verifying and posting details of transactions, such as funds received and disbursed and totaling receipts and preparing daily deposit.

Composes and types correspondence, reports, forms and specialized documents from drafts, notes, or brief instructions using a computer; proofreads and checks printed material for accuracy, completeness, compliance with policies, and correct English usage including grammar, punctuation and spelling; enters, edits, and retrieves data and prepares reports from on-line or personal computer system following established formats.

Prepares and updates a variety of reports which may require arithmetic calculations and consolidating data from several sources; researches and compiles information; maintains records and processes forms such as attendance and payroll records, purchase requisitions and work orders.

Performs administrative support activities, to include: establishing and maintaining office files; operating standard office equipment, including a computer opening and distributing mail, processing outgoing mail, making travel arrangements; maintaining general office supplies and reviewing requisition forms to ensure receipt of ordered supplies; receiving or referring office equipment repair requests to appropriate staff or vendor.

May maintain State water certification records for field employees, which includes sending out continuing education reminder letters, paying renewal fees, and maintaining copies of certifications.

May be required to translate for others from English to Spanish and from Spanish to English.

Provides relief coverage for other office support positions.

Performs other duties as assigned.

QUALIFICATIONS GUIDELINES

Knowledge of: Techniques used in dealing with the public, in person and on the phone; office practices and procedures, including filing and operation of standard office equipment; correct language usage including spelling, grammar and punctuation; business letter writing and standard formats for typed documents; basic business data processing procedures and the use of personal computer equipment and related software applications; basic record keeping principles and practices; basic cashiering and bank deposit preparation, practices and procedures.

Ability to: Deal tactfully and effectively with customers and others both in person and on the telephone; perform detailed clerical work accurately; organize and maintain office files; compose routine correspondence from brief instructions; maintain accurate records and files; make accurate arithmetic calculations in cashier and banking activities; use initiative and sound judgment within established guidelines; operate standard office equipment, including the accurate use of commonly accepted computer word processing and spreadsheet software and Phone System equipment; understand and carry out oral and written instructions; type accurately at a rate of 50 words per minute from printed copy; understand oral communication and being understood while using the District's radio communication system; and, establish and maintain effective working relationships with other employees and those contacted in the course of the work.

EDUCATION, EXPERIENCE, LICENSES AND CERTIFICATIONS

Education: Administrative Assistant I & II - High School Diploma, or G.E.D.

Experience: Administrative Assistant I- one year of general office experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. Administrative Assistant II- two years of general office or office assistant experience equivalent to an Administrative Assistant I.

License and Certifications: None

PHYSICAL DEMANDS AND WORK ENVIRONMENT

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

Physical Demands: While performing the duties of this job, an incumbent is regularly required to sit, talk or hear, in person and by telephone; use hands repetitively to operate finger, handle, or feel standard office equipment;

and reach with hands and arms. Incumbent is frequently required to walk, stand, kneel and bend and lift up to 25 pounds. Specific vision abilities required by this position includes close vision and the ability to adjust focus to computer monitors and other standard office equipment.

Work Environment: Incumbents are not substantially exposed to adverse environmental conditions. Work is performed mostly in office settings. The noise level is usually quiet to moderate.

POSITION DESCRIPTION APPROVED:



General Manager

2/4/2026
Date