



ADMINISTRATIVE ASSISTANT I/II

Salary:

Administrative Assistant I: \$6,587 – \$9,221 Monthly

Administrative Assistant II: \$7,575 - \$10,607 Monthly

Work Schedule: Monday thru Friday, 8:30 AM – 5:00 PM

Open until filled

APPLY: <https://www.eocwd.com/employment-op>

Job Summary

Under the supervision of the Office Manager, performs administrative tasks/projects to support daily business operations, a variety of unskilled and skilled office, accounts payable/receivable, clerical and records management duties, including confidential clerical duties; creates and maintains specialized reports, records and files; creates and edits technical documents ranging from general correspondence to technical reports and spreadsheets; maintains databases; interacts with internal and external customers; creates, edits and maintains confidential records; and performs related duties as assigned.

Distinguishing Characteristics

Administrative Assistant I is the entry level class in the Administrative Assistant series. Initially under close supervision, incumbents perform the more routine job duties while learning District policies and procedures and becoming familiar with the variety of departmental systems and practices. As experience is gained, duties become more specialized, diversified and are performed under more general supervision. Both classes are required to provide general reception and telephone answering services.

Administrative Assistant II is the journey level class in the series; incumbents may advance to the higher level after gaining extensive experience and demonstrating proficiency which, in the assessment of the Office Manager, meets the qualifications of the higher level.

Examples of Duties

- Answers and directs telephone calls.
- Monitors District's general email address and directs emails/follows-up appropriately
- Greets and assists customers and vendors at District office.
- Enters work order requests into computerized operations work order system.
- Independently operates the Retail Billing System, including entering in customer payments, prepare bills, past due and shut-off notices, run periodic reports.
- Maintains Accounts Receivable subsidiary ledger.
- Assists with preparation of Wholesale Zone billing.
- Maintains Accounts Payable files.
- Prepares invoices and checks for approval.
- Prepares payroll and enters data into external payroll processing site for processing.
- Keeps all payroll records, vacation, sick leave, administrative leave.
- Makes bank deposits.
- Types letters and documents.
- Purchases office supplies and monitors office supply levels.
- Maintains and balances petty cash box.
- Coordinates with part-time office assistants in their work as-needed.
- Prepares reports, presentations, and other documents for customer, meetings, and other purposes.
- Coordinates with Operations Manager and field staff regarding tasks related to the field and retail/wholesale operations (ie, meter reads, work orders, emergencies).
- Performs a broad range of duties and provides support for management (Engineering Manager, GIS Manager, Operations Manager, Operations Supervisor).
- Maintains office files.
- Responsible for all other work-related duties as assigned.

Ability To:

- Provide friendly and helpful support to customers, Board of Directors and colleagues.
- Deal tactfully and courteously with the public.
- Effective verbal and written communication skills are essential.
- Perform work assignments thoroughly and with little error after a period of training.
- Ability to handle situations and various responsibilities effectively.
- Use Microsoft Word, Excel, PowerPoint and Outlook at a proficient level.
- Type accurately, minimum of 50 words per minute.
- Understand, follow and carry-out oral and written instructions.
- Uses office equipment such as computers, copiers, and FAX machines.
- Sit or stand for extended periods
- Bend over periodically and lift up to 20 lbs.
- Hearing and vision within normal ranges.

Qualifications

- Must have excellent verbal and written communication skills.
- High school graduation or equivalent.
- Valid California Driver's License.
- Possession and proof of a good driving record as evidenced by freedom from multiple or serious traffic violations or accidents for at least two (2) years.
- 3-5 years of experience in administrative support or relevant work experience

Knowledge of:

- Windows Operating Systems, Microsoft Office (including Word, Excel)
- General computer operations
- General office procedures and equipment
- District policies and procedures related to customer services and customer relations.
- Proper work safety standards.