

**SOUTH PLACER MUNICIPAL UTILITY DISTRICT
JOB DESCRIPTION**

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|----------------------|--|----------------|---------------------------------|
| Job Title: | Administrative Services Assistant I/II | Department: | Administrative Services |
| Department Head: | Administrative Services Manager | FLSA: | Non-Exempt |
| Salary Range: | I 22 II 33 | Reports To: | Administrative Services Manager |
| Probationary Period: | 1 year | Revision Date: | 06/06/2024 |

Position Overview:

Under direct supervision from the Administrative Services Manager, performs a variety of general clerical-administrative duties throughout the District. These duties will encompass administrative assistance to the General Manager and all Departments. The position will assist with front-line customer support and processing requests for service, including telephone and over-the-counter support. Performs related administrative work including utility billing, adjustments, new services, month end reports, annual service charge delinquency filing, payroll support, accounts payables and receivables, purchasing and receipting, data entry and database management for Administrative Services, Field Services and Technical Services.

Education/Experience:

Any of the following combinations in the tables below meet the minimum qualifications for education and experience for this position.

Administrative Services Assistant Level I

| Education | | Experience | |
|-----------|--|------------|--|
| A | Completion of high school / GED | and | Two (2) years performing administrative work in an office environment. |
| B | Associate Degree or higher from an accredited College or University, degree in Public Administration, Business Management, or Accounting is desired. | and | None |

Administrative Services Assistant Level II

| Education | | Experience | |
|-----------|---------------------------------|------------|--|
| A | Completion of high school / GED | and | Four (4) years performing administrative work in an office environment with at least |

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| | | two (2) of those years in accounts payable or utility billing. |
| B | Associate Degree from an accredited College or University, degree in Public Administration, Business Management, or Accounting is desired. | and Three (3) years performing administrative work in an office environment with at least two (2) of those years in accounts payable or utility billing |
| C | Bachelor's Degree or higher from an accredited College or University, degree in Public Administration, Business Management, or Accounting is desired. | and Two (2) years performing accounts payable or utility billing work in an office environment. |

Licenses and Certifications:

Valid California Class C Driver's License.

Knowledge and Abilities:

Administrative Services Assistant I – This is the entry level class within the Administrative Service Assistant Series. This class is distinguished by more routine tasks and duties assigned to positions in this series. Employees at this level work under general supervision while learning job tasks..

Administrative Services Assistant II - This is the journey level class within the Administrative Service Assistant Series. This class performs a full range of duties, employees at this level receive only occasional instruction or assistance as new or unusual situations arise. Employees in this position are expected to be fully aware of operational procedures and policies within the work unit and perform the most difficult and responsible types of duties assigned to positions in this series.

Knowledge of:

1. Public relations and customer service.
2. District policies and procedures.
3. Safe work practices as defined by Cal-OSHA
4. Business letter writing formats and technical report preparation. English usage, spelling, punctuation and grammar.
5. Modern office equipment and procedures including use of word processing, databases and spreadsheet applications, Microsoft applications including Word, Excel, Outlook and PowerPoint.
6. Cash handling, banking and payment processes.
7. Purchasing and accounts payable/receivable.
8. Utility Billing and Customer Information Systems.

9. Complex filing systems management and document administration.
10. Interpretation and knowledge of assessor's parcel maps and property transfer and recording processes.
11. The District's Mission, Vision and Core Values.

Ability to:

1. Provide clerical administrative support to assigned programs; may process applications, prepare operations manuals, coordinate meetings or interpret and explain District policies and procedures.
2. Explain/interpret rules, regulations, and District policies.
3. Use modern office equipment and software, such as the use of common word processing, spreadsheet, database applications.
4. Open, date, screen, sort, route, and process mail.
5. Process customer payments both over the phone, through online payments systems and in person. Including processing bank downloads and uploads into the payment processing systems.
6. Prepare, classify, index, file, log, and locate a variety of materials according to established filing systems; set up new files, following policies and procedures.
7. Data entry and database management for various records and processes including utility billing, maintenance records, purchasing, and accounts payable and receivable.
8. Communicate clearly and concisely, both orally and in writing while providing customer service for external and internal clients.
9. Type at a rate of 45 net words per minute from printed copy and type accurately from rough draft copy or voice-recording equipment, make arithmetic calculations, including decimals and fractions with speed and accuracy, proofread material for grammatical, numerical and clerical accuracy.
10. Maintain attention to detail despite frequent interruptions and changing work priorities, respond to changing demands with flexibility and innovation.
11. Prepare standard operating procedures (SOPs) to establish and document District business practices.
12. Operate computers and associated remittance processing equipment with focus on billing, accounting, and record keeping functions.

13. Operate modern office equipment such as telephone systems, 10-key calculators, copy machines, fax, scanners, etc.
14. Complete assignments as directed.
15. Recognize and maintain confidentiality.

Physical Demands and Working Environment:

The physical demands described herein 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 job functions. Employees must have the ability to safely perform the necessary functions of the position with reasonable accommodation, unless such accommodation is impracticable or otherwise presents a safety hazard for other employees or the general public.

Specific Physical Requirements to Perform Duties:

- a. Capable of meeting the basic job duties as defined in Physical Demand Assessment PD-100.
- b. Stand, walk, reach with hands and arms, stoop or kneel.
- c. Sit at a computer workstation for extended periods of time and occasionally climb a flight of stairs.

Ability to Successfully Pass Medical Examination Based On:

- a. Ability to safely perform required physical duties, and
- b. Ability to safely perform required physical duties with “reasonable accommodation; that does not create a safety hazard for other employees or the public.

This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.