

**SOUTH PLACER MUNICIPAL UTILITY DISTRICT
JOB DESCRIPTION**

Job Title:	Administrative Services Assistant I/II/III	Department:	Administrative Services
Department Head:	Administrative Services Manager	FLSA:	Non-Exempt
Probationary Period:	1 year	Revision Date:	02/01/2020

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 two (2) of those years in accounting, payroll, or utility billing.
B	Associate Degree from an accredited	and	Three (3) years performing administrative

	College or University, degree in Public Administration, Business Management, or Accounting is desired.		work in an office environment with at least two (2) of those years in accounting, payroll, 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 accounting, payroll, or utility billing work in an office environment.

Administrative Services Assistant Level III

	Education		Experience
A	Completion of high school / GED	and	Seven (7) years performing administrative work in an office environment with at least four (4) years of experience in accounting, payroll, or utility billing.
B	Associate Degree from an accredited College or University, degree in Public Administration, Business Management, or Accounting is desired.	and	Six (6) years performing administrative work in an office environment with at least four (4) years of experience in accounting, payroll, 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	Four (4) years performing accounting, payroll, or utility billing work in an office environment.

Licenses and Certifications:

Valid California Class C Driver's License.

Knowledge and Abilities:

Level I - Entry Level class within the Administrative Service Assistant Series. Distinguished by more routine tasks and duties assigned. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned and competency is demonstrated.

Level II - Mid-Level class within the Administrative Service Assistant Series. Performs a full range of duties, employees at this level receive only occasional instruction or assistance as new or unusual situations arise. The position should be fully aware of operational procedures and policies within the work unit.

Level III - Senior Level class within the Administrative Service Assistant Series. Distinguished by the level of responsibility assumed, complexity of duties assigned, and independence of action taken. Employees perform the most difficult and responsible types of duties assigned to classes within the series. This level requires a combination of specialized knowledge, abilities, skills and experience as it relates to the functions with the Administrative Services Department.

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. Complex filing systems management and document administration.
8. Interpretation and knowledge of assessor's parcel maps and property transfer and recording processes.
9. 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 utilities, maintenance records, personnel and purchasing. As well as providing back-up support for payroll processing, accounts payable and receivables.

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.