



## Administrative Specialist

Last Update:  
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### GENERAL PURPOSE

Under general supervision, performs routine to difficult clerical support functions including data entry and composing documents and reports; performs customer service functions including providing information, researching problems and receiving and processing payments; assists with the processing, verification and maintenance of financial records; administers small administrative programs; and performs related duties as assigned.

### DISTINGUISHING CHARACTERISTICS

The Administrative Specialist performs office, clerical and administrative support functions ranging in difficulty from routine to complex that require knowledge of policies, procedures and operations. Assigned work requires the knowledgeable application of administrative and customer service methods and techniques and solving routine to non-routine problems.

Employees in this class typically report to the Assistant General Manager.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

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 class.

1. Receives and screens visitors and telephone calls, providing information and handling issues that may require sensitivity and the use of sound independent judgment; conducts research, responds to requests for information and complaints from shareholders and the public, refers the request or complaint to appropriate staff and/or takes or recommends action to resolve the issue; reviews, determines the priority and routes incoming correspondence.
2. Provides clerical and administrative support to the General Manager and the Assistant General Manager; types and/or drafts board minutes, memoranda, correspondence, reports, agreements, presentations, forms and other documents using word processing software; maintains a variety of databases; proofreads and checks materials for accuracy, completeness and compliance with standards, policies and procedures; ensures materials, reports and documents for signature are accurate and complete; researches, compiles and prepares routine statistical reports and studies.
3. Attends to a variety of office administrative details such as establishing and maintaining files; ordering supplies; arranging for the repair of equipment; transmitting information and keeping reference materials up to date.
4. Performs accounts receivable processing; post payments, prepares deposits; maintains petty cash.

5. Administers projects including shareholder relations; oversees stock transfer process on behalf of the Company including validating completeness of documentation and accuracy of prepared stock certificate, closing of existing water service accounts; maintains shares list and creates new certificates.

## **MINIMUM QUALIFICATIONS**

### **Knowledge of:**

1. Office administration and management practices and procedures.
2. Principles and practices of effective customer service and customer-oriented telephone etiquette.
3. Organizational skills.
4. Legislative methods, techniques, documentation and procedures of the board; provisions of the Brown Act.
5. Basic knowledge of the water industry.
6. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
7. Uses and operations of computers, standard business software and specialized database and spreadsheet applications.
8. Methods, practices, documents and terminology used in financial recordkeeping.
9. Company rules, policies and procedures, including purchasing and expense reporting.
10. Company procedures and practices regarding the release of public information, public notification and recordkeeping.

### **Ability to:**

1. Compose clear, concise and comprehensive analyses, correspondence, reports, presentations and other written materials from brief instructions.
2. Set priorities and exercise sound independent judgment within areas of responsibility.
3. Communicate effectively, both orally and in writing.
4. Maintain records and archives.
5. Maintain confidential information.
6. Represent the Company effectively in dealings with shareholders, board members and other agencies.
7. Quickly, efficiently and calmly handle customer interactions by telephone and in person.
8. Interpret, explain and apply detailed Company rules and procedures applicable to assigned areas of responsibility.

9. Operate a computer and standard business software and a variety of computer software programs and databases related to area of assignment.
10. Use tact and diplomacy in dealing with sensitive and complex issues, situations and concerned people.
11. Establish and maintain effective working relationships with all those encountered in the course of work including timely and helpful communication and management.

**Education, Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is:

Graduation from high school or GED equivalent and college course work in office administration or bookkeeping, and at least one year of progressively responsible office administrative or secretarial experience; or an equivalent combination of education, training and experience.

**Licenses; Certificates; Special Requirements:**

A valid California Class C driver's license and the ability to maintain insurability under the Company's vehicle insurance program at time of appointment and as a condition of continued employment.

FLSA Designation:	Non-Exempt
EEO Category:	Administrative Support Worker
Probationary Period:	12 months

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, walk and stand; talk and hear; use hands to finger, handle, feel or operate objects, tools or controls; reach with hands and arms; perform repetitive movements of hands or wrists. The employee is frequently required to lift up to 10 pounds unaided.

Specific vision abilities required for this job include close vision and the ability to adjust focus.

**WORK ENVIRONMENT**

The employee works in an office environment where the noise level is usually quiet.