



SUMMARY

Under general direction, provides varied, complex, and confidential office administrative support to the General Manager, including handling confidential materials and complex Board, citizen and employee relations; conducts special projects; assists in coordinating District-sponsored events and meetings; provides information to the public and staff requiring considerable knowledge of District and department services, policies, and procedures; supports the management and the administrative functions of the General Manager's office; performs technical support related to the responsibilities of the office.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the General Manager May provide technical and functional direction to lower level support staff and/or volunteers.

DISTINGUISHING CHARACTERISTICS

This is the highest-level administrative support classification assigned to the General Manager's office. Incumbents perform a variety of administrative and project coordination support work for the General Manager, Board of Directors and associated staff. The work requires: extensive public contact; the frequent use of tact, discretion, and independent judgment; knowledge of District activities; and the ability to conduct independent projects. This classification is distinguished from other office administrative classes in the nature, scope, and diversity of responsibilities originating at a District-wide level requiring a broader understanding of District functions and the capability of relieving District management staff of day-to-day administrative and coordinative duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

1. Provides administrative support to the General Manager's office by assisting with duties of an advanced, complex, sensitive, and confidential nature; attends to a variety of administrative details.
2. Coordinates and maintains multiple calendars and schedules meetings and appointments for the General Manager; coordinates conference/travel arrangements for General Manager.
3. Acts as liaison and first point of contact for General Manager and Board of Directors between District staff, government entities, outside agencies and the public.
4. Receives and screens visitors, telephone calls, emails, and regular mail; provides information to the public; refers inquiries to the appropriate department and/or District representative as necessary; identifies and/or negotiates solutions to complaints and problems when appropriate.
5. Tracks and schedules items for consideration by the Board of Directors and Board committees; prepares agendas, meeting materials, minutes, and resolutions; coordinates meeting arrangements, including set-up, audio/visual equipment and refreshments.
6. Performs administrative support functions for the Board of Directors by: developing annual and monthly schedules of meetings and activities; preparing time reports; making conference and travel arrangements; ensuring compliance with training and reporting requirements for public officials; and assisting with the orientation of new Directors and handling the associated administrative details.
7. Responsible for compliance with laws and regulations pertaining to meeting notification, public notices, public records, ordinances, special district elections, conflict of interest codes, training for public officials and reporting of campaign financing and economic interests.
8. Manages District elections by: serving as primary contact for Registrar of Voters; coordinating and performing all required notifications and submissions; and providing information to candidates and the public.
9. Composes, types, and edits a variety of documents, including detailed and often confidential correspondence and reports to the Board of Directors; proofreads materials for accuracy, completeness, compliance with departmental policies, format, and English usage, including grammar, punctuation, and spelling.



10. Administers the District's Records Retention and Destruction Program: indexes and files minutes, resolutions, ordinances, agreements, and other legal documents; organizes and maintains various administrative and confidential files and records for the General Manager.
11. Researches records and information to prepare reports and provide information to the General Manager, Board of Directors, legal counsel, and staff.
12. Coordinates responses to requests for records pursuant to the Public Records Act, as directed by District legal counsel.
13. Coordinates communications and materials for the General Manager relating to matters handled by District legal counsel.
14. Operates standard office equipment.
15. Provides direction and training to administrative staff or volunteers; evaluates office and administrative functions to recommend changes in office procedures.
16. Assists with District special events as needed.
17. Performs other duties as assigned.

QUALIFICATIONS

Education and Experience:

- Bachelor's degree in business or public administration, or a related field;
- AND**
- Five years of relevant professional experience.
- OR**
- Any combination of training, education, and experience that would provide the required knowledge, skills, and abilities.

Knowledge of:

- Practices and methods of office management and administration, including the use of standard office equipment.
- Organization and function of public agencies, including the role of an elected Board of Directors and appointed boards and commissions.
- Principles and practices of leadership, positive reinforcement, and team dynamics.
- Applicable federal, state, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to assigned area of responsibility.
- Principles and procedures of recordkeeping and reporting.
- Principles and practices of data collection and report preparation.
- English usage, grammar, spelling, vocabulary, and punctuation; business letter writing and standard formats for reports and correspondence.
- Business mathematics and basic statistical techniques.
- Techniques for providing a high level of customer service by effectively dealing with the Board of Directors, public, vendors, contractors, and District staff.

Ability to:

- Maintain confidentiality and discretion in handling and processing confidential information and data.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Interpret, apply, explain, and ensure compliance with applicable laws, rules, regulations, policies, and procedures, as well as complex administrative and departmental policies and procedures.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Perform responsible administrative support work with accuracy and speed.
- Perform varied and responsible office administrative work requiring the use of tact and discretion.



- Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Compose correspondence and reports independently or from brief instructions.
- Understand and carry out complex oral and written directions.
- Research, analyze, and summarize data and prepare accurate and logical written reports.
- Make accurate arithmetic, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, recordkeeping, and tracking systems.
- Operate office equipment and computer applications related to the work.
- Train, plan, organize, schedule, and assign the work of assigned staff and/or volunteers.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Licenses and Certifications:

- Relevant professional certifications and Notary Public license are desirable.

PHYSICAL DEMANDS

Must possess: mobility to work in a standard office setting and use standard office equipment, including a computer, and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity needed to access, enter, and retrieve data using a computer keyboard, calculator, and to operate standard office equipment. Occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Ability to lift, carry, push, and pull materials and objects up to 40 pounds or heavier weights with assistance and/or the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Incumbents typically work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents will interact with individuals in interpreting and enforcing rules, policies, and procedures.

WORKING CONDITIONS

Incumbents may be assigned an irregular work schedule, including weekends, early mornings, evenings, and holidays.

PRE-EMPLOYMENT CONDITIONS

- Department of Justice fingerprint clearance.
- TB Test

CLASSIFICATION DETAILS/HISTORY

Job Code: 1005L

FLSA Status: Non-exempt

Supersedes: Updated 1/17/2024