

**RANCHO CALIFORNIA WATER DISTRICT  
POSITION DESCRIPTION**

**DATE:** July 1, 2019

**POSITION TITLE:** **OFFICE ASSISTANT I / II - ADMINISTRATION**

**GRADE LEVEL:** E2 / E5

**SUPERVISOR TITLE:** Administrative Services Supervisor

**FLSA Status:**  Exempt  Non-Exempt

**BARGAINING UNIT:**  RCWDEA  RCWD MPCEA

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**DEFINITION**

Under immediate, progressing to general supervision, to perform a variety of routine clerical duties to provide District-wide and departmental support

**CLASS CHARACTERISTICS**

**Office Assistant I**

This is an entry-level position. Positions assigned to this level perform limited or routine clerical duties under close supervision. Because employees in classifications at this level may be in a training capacity, such position does not require significant previous work experience in the applicable field. This job classification is represented by the Rancho California Water District Employees Association (RCWDEA) bargaining unit

**Office Assistant II**

This is the journey level position in the Office Assistant class series. Positions assigned to this level perform a full range of clerical duties under general supervision. Because employees in classifications at this level are expected to be fully trained and competent, such position typically requires significant previous work experience in the appropriate field. This job classification is represented by the Rancho California Water District Employees Association (RCWDEA) bargaining unit






**EXAMPLE OF DUTIES** (Duties may include, but are not limited to, the following):

- ✎ Process operator hunt group calls, taking messages when necessary, securing proper names, telephone numbers, and extensions; provides answers to general questions from the public and transferring calls to the proper destination. Screen management calls and locates employees for callers
- ✎ Process mail including receiving, sorting and distributing internal and external
- ✎ Prepare external mail with copying, typing labels/envelopes and providing postage to be ready for courier pick up each day. Scan and email internal and external mail to appropriate staff
- ✎ Utilize document stuffer/insertor equipment for large mailings for various departments
- ✎ Pick up and deliver all inter-office mail throughout the day
- ✎ Reviews daily local newspapers and clips articles and process as assigned.
- ✎ Handle all special and/or overnight mail, including Federal Express, Golden State Overnight, Express Mail, and certified mail
- ✎ Process reproduction of District documents
- ✎ Set up and clean up for Board/Committee and all general District meetings, including audio visual equipment and refreshments/food
- ✎ Duplication and distribution of Board and Committee Meeting Packages
- ✎ Delivery of documents to Board members and others, as needed
- ✎ Provide clerical support and word processing assistance to department and District
- ✎ Perform records management duties, including creating and maintaining files, central filing, archives, library, tracking and preparing records for destruction, storing records into the electronic document management system including scanning, manual indexing, and quality control of records as well as batch scanning documents for indexing for various departments, and research and retrieval of records for District staff
- ✎ Research and retrieve actions and policies by the Board of Directors
- ✎ Create flyers and postings as well as post notices, agendas, etc.
- ✎ Assist with the planning and organizing of District events
- ✎ Order kitchen supplies from Warehouse and restock kitchens and meeting rooms
- ✎ Order office supplies and research online for products/supplies for the administration division
- ✎ Process documents through the purchasing/requisition system for the administration division
- ✎ Perform related duties or special projects as assigned
- ✎ Assist with the management of the meeting room calendars
- ✎ Proof read board and committee minutes, various letters, and reports as needed






## **QUALIFICATIONS**

### **Office Assistant I**

#### **Knowledge of:**

-  Basic office procedures
-  General filing techniques
-  Standard telephone techniques
-  Word processing
-  Proper work safety standards

#### **Ability to:**

-  Operate standard office equipment typewriter, copier, fax machine
-  Operate personal computer
-  Type 50 WPM
-  Comply with the District's safety, health, and environmental policies
-  Project professional image and communicate effectively with others, including the public

## **SELECTION GUIDELINES**

The appropriate knowledge, skills, and abilities can be achieved through a variety of combinations of experience and training. A typical example is:

**Experience:** Six (6) to twelve (12) months of clerical experience.

**Training:** Any combination of formal or informal training and education that provides the ability to read and write at a level required of assigned duties




#### **License and Certificates:**

-  California Class C Driver's License, required






In addition to the qualifications for an **Office Assistant I:**

## **Office Assistant II**

### **Knowledge of:**

-  Advanced word processing and modern office procedures principles and practices of records management
-  Principles of business letter writing and basic report preparation
-  Methods and techniques of proper phone etiquette as well as customer service techniques and practices

### **Ability to:**

-  Operate and use modern office equipment
-  Type 60 WPM
-  Perform a full range of clerical and administrative work of general nature involving independent judgement
-  Independently prepare correspondence and memoranda
-  Scan, input and quality control of records being stored in the electronic document management system

## **SELECTION GUIDELINES**

The appropriate knowledge, skills, and abilities can be achieved through a variety of combinations of experience and training. A typical example is:

**Experience:** Two (2) years of general clerical experience, or two (2) years as an Office Assistant I


**Training:** Equivalent to the completion of the 12<sup>th</sup> grade supplemented by specialized clerical training

### **Licenses and Certificates:**

-  California Class C Driver's License

## **PHYSICAL REQUIREMENTS/WORKING CONDITIONS**

The essential functions of this position may require the employee to perform the following physical activities:

-  Frequently use office equipment such as a computer, copier and FAX machine

- ✎ Must be able to carry, push, pull, reach and lift materials and objects up to 25 lbs. and heavier weights with the use of proper assistance
- ✎ Extended standing, walking, sitting, reaching, stooping, and bending
- ✎ Communicates verbally with District management, co-workers, and the public in face-to-face, one-on-one, and group meetings
- ✎ Regularly uses a telephone or radio for communication
- ✎ Ability to speak and hear both in person, by telephone, and radio
- ✎ Vision within normal ranges with or without correction.
- ✎ Regular attendance

The essential functions of this position will require the employee to be exposed to the following working conditions:

- ✎ Work in a temperature controlled office environment with moderate noise.
- ✎ Occasional travel by automobile conducting District business

_____	_____
Employee Signature	Date
_____	_____
Supervisor/Manager Signature	Date