

**RANCHO CALIFORNIA WATER DISTRICT
POSITION DESCRIPTION**

DATE: July 1, 2019

POSITION TITLE: **SENIOR ADMINISTRATIVE ASSISTANT – OPERATIONS AND MAINTENANCE**

GRADE LEVEL: E14

SUPERVISOR TITLE: Field Services Manager

FLSA STATUS: [] Exempt [X] Non-Exempt

BARGAINING UNIT: [X] RCWDEA [] RCWD MPCEA




DEFINITION

Under general supervision, to perform highly complex and specialized administrative duties to provide administrative support to the Operations and Maintenance Division

CLASS CHARACTERISTICS

This is the advanced journey level classification in the Administrative Assistant class series. Positions assigned to this level provide lead supervision to journey level staff and independently perform highly technical and specialized administrative duties at a level beyond that found at the journey level. Lead supervisory duties include assigning specific duties, ensuring completion and compliance with applicable standards, policies and procedures, as well as providing technical assistance and training. 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):

-  Supervise and participate in a wide range of administrative duties and activities; establish work methods and procedures; provide training and guidance to support staff; assign duties and evaluate results; review work products of other staff; prepare performance evaluations; review and update department forms
-  Conduct formal performance appraisals; participate in a variety of personnel actions including hiring, counseling, training, promotion, discipline and termination
-  Create and maintain monthly emergency response duty calendars and rosters for all operations and maintenance departments including wastewater; track projects, task, and assignments

- ✎ Provide overall administrative/secretarial support to associated department directors, managers, and staff, including composition, preparation, and review of departmental correspondence such as letters, memos, tables, reports, service agreements, contract documents, and claim forms; generate supporting documents for claim decision; assist with copying and distributing of various department documents
- ✎ Coordinate the preparation of key performance indicator reports that includes gathering of information; establishing a table of shutdowns (emergency and scheduled); updating daily data to reach monthly final numbers for review
- ✎ Generate work orders through Hansen for construction and service orders for all departments; notify customers by website update; notify the Board of Directors of emergency shutdowns via email
- ✎ Serve as coordinator for the Backflow Prevention Assembly Certification Program; notify customers of testing, repair, and inspection; maintain backflow database and all documentation for State records; create all in-house backflow test forms for department; monitor expired tester calibration, gauge certification, and backflow enforcement letters; interpret State requirement policies to customers regarding program
- ✎ Implement departmental procedures for various tasks such as dispatching, meter repairs and installations, work orders, facility database maintenance, and other Field Services and Systems Operations related programs
- ✎ Prepare and process paperwork for Field Service Staff, including logging calls from customers, dispatches field staff investigations; tracks progress and completion of work requests
- ✎ Process emergency corrective and reimbursable jobs for the systems operations and field services divisions
- ✎ Assist field crews by ordering and/or verifying delivery of materials to job site
- ✎ Monitor and route all planned water system shutdowns for proper notification to customers and other departments as appropriate
- ✎ Respond to and direct calls in the Operations and Maintenance department. Answer customer inquiries on service problems and other general water service information
- ✎ Answer general questions from the public when necessary
- ✎ Maintain and update the District website which includes posting water quality information, flow related data, scheduled and emergency shutdowns, and general updates
- ✎ Custodian of all District fuel cards and employee lockers, including issuing, ordering and replacement
- ✎ Administrator of the recycled water use accounts and the preparation of the California Department of Public Health and Regional Water Quality Control Board monthly and quarterly reports
- ✎ Coordinate special department projects as assigned
- ✎ Perform related duties as assigned

QUALIFICATIONS

Knowledge of:

- ✎ District service boundaries
- ✎ District organization, facilities and service
- ✎ District rules and regulations for water and sewer service
- ✎ District maintenance program
- ✎ Organization and procedures of the District
- ✎ Utilization of the District's computer database and advanced word processing applications
- ✎ Basic principles of employee supervision including training and performance evaluations
- ✎ District policy and procedures
- ✎ Proper English, grammar, and punctuation usage
- ✎ Office procedures
- ✎ District and department filing systems and techniques
- ✎ Proper work safety standards

Ability to:

- ✎ Operate PC and use advanced programs including word processing, graphics and spreadsheets
- ✎ Understand the organization and operation of the District and to interpret that information for other agencies and customers as necessary
- ✎ Prioritize and complete work effectively with minimum supervision
- ✎ Work under pressure and handle multiple tasks and interruptions routinely
- ✎ Prepare statistical summaries and other required monthly reports
- ✎ Assist the management of system operations and field services with special project assignments
- ✎ Type minimum 65 WPM
- ✎ Write / compose in a clear and concise manner
- ✎ Coordinate work assignments from different area
- ✎ Operate a two-way radio, wireless communication device, and/or multi-line phone system to communicate with inspections, operations, and field services staff
- ✎ Compile and maintain complex and extensive records and files
- ✎ Prepare statistical summaries and other required monthly reports

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) to three (3) years of increasingly responsible experience as an Administrative Assistant in an operations and maintenance, customer service, and/or field services focus with a minimum two (2) years supervisory experience/capacity or equivalent (i.e., supervisory training, and/or supervising a project or team), preferably with a public agency









Training: Equivalent to the completion of the 12th grade with specialized training in water utility field operations

Licenses and Certificates:



-  California Class C Driver's License, required
-  Grade D1 Water Distribution Certificate – CDPH, desirable

PHYSICAL REQUIREMENTS/WORKING CONDITIONS

The essential functions of this position will 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.
-  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 may expose the employee 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