



Marina Coast Water District

11 Reservation Road, Marina, CA 93933
(831) 384-6131 | Fax (831) 883-5995

ADMINISTRATIVE ASSISTANT

DEFINITION

Under general supervision, provides responsible assistance in the analysis, implementation and monitoring of programs; provides highly responsible administrative staff assistance including conducting specific and moderately complex analyses of a wide-range of departmental activities; develops and maintains databases; performs varied office administrative support to assigned department and related management, professional, and operational staff; performs technical support work for the District such as regulatory reporting and work order processing; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

General direction is given by the District Engineer. No direct supervision of staff is exercised.

CLASS CHARACTERISTICS

This is a fully experienced office administrative classification. The incumbent coordinates the office administrative work for the Department by performing multiple duties to ensure efficient District service provision. Responsibilities require the frequent use of tact, discretion, and independent judgment as well as knowledge of departmental and District activities. The work requires the interpretation and application of policies, procedures and regulations and involves frequent contact with the public. This class is distinguished from other office administrative classes in that the nature, scope, and diversity of responsibilities originating at this level requires a broader understanding of District functions and the capability of relieving the District Engineer of day-to-day office administrative and coordinative duties.

EXAMPLES OF DUTIES (Illustrative Only)

- Oversees and ensures that the office administrative functions of the department are effectively carried out.
- Monitors and coordinates the daily operation of assigned project or program areas; perform administrative and technical work and maintains appropriate records and statistics.
- Compiles and assists in the preparation of statistical and regulatory reports, manuals and publications.
- Provides office administrative staff assistance including conducting analyses of a wide range of departmental programs and activities.
- Attends to a variety of office administrative details, such as keeping informed of District activities, attending meetings, transmitting information, arranging for equipment maintenance, maintaining appropriate records and calendars on capital assets, permits, licenses, certificates and agreements.
- Develops office support procedures, forms, and systems to meet department needs.

- Secures and compares information regarding price, quality, availability and other pertinent data for material, supply and equipment purchases; analyze and make recommendations.
- Coordinates activities with and provide information to outside contractors and service suppliers.
- Assists in the development of new program elements and program modifications as necessary to meet stated goals and objectives.
- Receives and screens visitors and telephone calls; provides information to District staff, regulatory agencies, other organizations and the public, requiring the use of judgment and the interpretation of policies, rules, procedures and ordinances.
- Performs project research; may prepare and reconcile technical reports, grant reports and documents, issues permits and performs other technical work related to District activities.
- Prepares detailed correspondence, reports, forms, invitations, graphic materials and specialized documents from drafts, notes, brief instructions, dictation, or corrected copy, proofreads materials for accuracy, completeness, compliance with District policies, format and English usage, including grammar, punctuation and spelling.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment and multi-line telephones; may operate a two-way radio or other department-specific equipment.
- Organizes and maintains various administrative, departmental, reference and follow-up files; purges files as required.
- Assists in preparation of bid documents, contract stipulations, process specifications, liability and insurance requirements, bonds, and faithful performance warranties.
- Assists in the development of the contracts management system including files, databases, processing protocol, and monitoring procedures to enforce milestones, deliverables, and post-contract warranties: responsible for on-going maintenance and refinement of those systems.

QUALIFICATIONS

Knowledge of:

- Basic organization and function of public agencies, including the role of an elected District Board. Applicable codes, regulations, policies, technical processes and procedures.
- Standard office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Computer applications related to the work, including word processing, database and spreadsheet applications.
- Records management principles and practices.
- Techniques of contract administration, preparation and monitoring for a public agency which includes purchasing, construction, and professional/personal services contracts.
- Business arithmetic and basic statistical techniques.
- Techniques for providing a high level of customer service to the public and District staff, in person and over the telephone.

Skill in:

- Providing varied and responsible secretarial and office administrative work requiring the use of independent judgment, tact and discretion.
- Responding to and effectively prioritizing multiple phone calls, visitors and other requests for service.
- Planning, organizing and managing assigned technical and procedural functions.
- Interpreting and implementing policies, procedures, technical processes and computer applications related to the department.
- Analyzing and resolving office administrative and procedural concerns.
- Performing basic research and preparing reports and recommendations.
- Composing correspondence and reports independently or from brief instructions. Making accurate arithmetic and statistical calculations.
- Using English effectively to communicate in person, over the telephone and in writing.
- Using initiative and independent judgment within established policy and procedural guidelines.
- Organizing own work, initiating processes, coordinating projects, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
- Taking a proactive approach to customer service issues.
- Making process improvement changes to streamline procedures.
- Word processing at a net speed of 50 words per minute from printed copy.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

Education:

Equivalent to graduation from high school with supplemental business school or applicable college level course work. Possession of Associates of Arts degree from a business or community college in an appropriate curriculum is desirable and may be substituted for the experience on a year-for-year basis.

Experience:

Three years of responsible office administrative experience. Experience in dealing with the public and working in a public agency setting is desirable.

Physical Demands:

Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

Other Requirements:

Occasional attendance at off-hours meetings is required.

FLSA Status: Non-exempt eligible for overtime
Bargaining Unit: MCWD Employees Association