



JOB DESCRIPTION

JOB TITLE:	Administrative Support Assistant I and II	DEPARTMENT:	Administration
REPORTS TO:	Human Resources/Organizational Development Manager	FLSA STATUS:	Non-Exempt
PREPARED DATE:	June 2015	APPROVED DATE:	September 15, 2016
REVISION DATE:			

SUMMARY

Under the direction of the Human Resources/Organizational Development Manager, provides administrative support to all Authority programs and divisions. Independent judgment is required to plan, prioritize, and organize diversified workload.

ESSENTIAL DUTIES AND RESPONSIBILITIES

(Other duties may be assigned.)

Administrative Support Assistant I:

Composes and types routine correspondence, statistical reports and invoices; organizes and maintains file system, files correspondence and other records both manual and computerized; screen calls and provides customers and the public with information about disposal requirements and Authority services; interfaces with vendors; purchases equipment and places special orders; coordinates and arranges meetings, prepares staff meeting agendas, maintains master calendar and General Manager calendar, reserves and prepares facilities, conducts research; makes copies of Board agenda materials, distributes agenda packets, correspondence or other printed materials; prepares outgoing mail and correspondence, including e-mail and faxes; opens and distributes mail and deliveries; routes interoffice and outgoing mail, maintains inventory of office supplies; assists Clerk of the Board with records retention program and perform electronic imaging of documents in accordance with quality control procedures. Arranges travel arrangements for General Manager. Assists Finance Department with entry and routing of purchase orders, back up to Accounting Technician for daily deposits using Remote Deposit system. Assists Recycling Coordinator with the logistics in planning and organizing Clean-Up events within the Authority's service areas. Serves as staff support for special projects by preparing and translating various public documents for distribution and attending public meetings as necessary. Acts as a back-up for Administrative II positions.

Administrative Support Assistant II:

Coordinates the preparation and distribution of documents associated with the public bidding process; composes and types routine correspondence; organizes and maintains filing system, and files correspondence and other records both manually and computerized; opens and distributes mail; answers incoming telephone calls; provides customers and the public with information about disposal requirements and Authority services and interfaces with vendors; coordinates equipment and vehicle maintenance and maintains vehicle records; coordinates and arranges travel arrangements and meetings; conducts research; compiles and types statistical reports; make copies of correspondence or other printed materials. Attends meetings outside normal work hours and locations as required. Assists Finance Department processing accounts payable documents such as invoices and purchase orders; processes travel authorizations; maintains an Office Procedures Manual for various tasks required.

Processes soil permit applications; orders Authority-wide supplies and maintains inventory; initiates cost saving opportunities; produce agency Annual Report and other publications distributed to the public; maintains the Authority's Website, Intranet, Facebook and Twitter pages; performs Engineering, Finance, Operations or Resource Recovery projects as assigned. Serves as staff support for special projects by preparing and translating various public documents, setting up for public meetings, preparing travel arrangements and logistics; attending public meetings; and assisting meetings as necessary. Acts as backup for Accounting Technician for daily deposits using Remote Deposit system; is backup to Clerk of the Board; performs Clerk of the Board administrative tasks preparation for Board of Directors Meetings setup and breakdown; distributes agenda packets both in paper and electronic format; provides first level

IT support to employees and assist with various projects as assigned; provides support to the Clerk of the Board in the maintenance of the records management process and program.

In collaboration with the Clerk of the Board, plan, develop, implement, and maintain a centralized manual and electronic records management system; perform and coordinate a variety of record keeping functions including document imaging, indexing, filing, routing and disseminating reports, records, and data; develop, implement, and maintain policies and procedures for quality control filing, indexing, retrieving of active documents, storage of inactive documents, and destruction of obsolete records in accordance with Authority policies, financial, governmental, legal, regulatory, and historical requirements; coordinate voluminous document imaging production; recommend system improvements and upgrades.

ADMINISTRATIVE

The administrative staff acts as a pooled administrative department, therefore duties may vary on a continual basis.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities. May provide guidance and direction for temporary office support staff or volunteers.

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

Communication (Oral/Written)

Expresses views in a fluent, clear, logical manner, with enthusiasm and confidence. Communicates openly and honestly, and promotes an open exchange of ideas. Is an effective listener – listens openly without interrupting. Keeps people well informed in respect of key organizational and departmental issues, in a timely manner. Delivers information effectively in a variety of written formats including reports, letters, memos, emails, etc.

Cost Consciousness

Does not waste resources. Looks for methods to improve processes that have a positive impact on the bottom line.

Customer Focus/Interpersonal Skills

Seeks to understand the (complex) dynamics of the customer's business. Builds effective customer rapport/relationships and treats them as business partners. Makes customers feel appreciated for their business. Actively seeks and listens to customers' needs, suggestions and feedback. Takes a genuine interest in customers and demonstrates urgency, energy and enthusiasm in satisfying their needs. Is friendly, warm and sincere, and easily approachable. Is tactful, compassionate and sensitive, and treats others with respect and dignity. Is patient and understanding, listens empathetically to others and respects their opinions. Makes others feel appreciated, valued and included, and is considerate of their needs and feelings. Is sensitive to cultural diversity, race, gender, and other individual differences.

Flexibility/Adaptability/Initiative/Proactivity

Is open to new ways of working, ideas and processes. Adapts quickly and effectively to new environments, people, and responsibilities. Readily adapts to stressful situations and factors outside of his/her control. Actively attempts to influence events and instigates action without having to be urged on. Adapts and improves working methods in order to achieve goals. Anticipates and responds to future needs and opportunities and seizes opportunities when they arise. Anticipates problems and pro-actively develops contingency plans accordingly. Keeps current on emerging job-relevant trends and issues.

Functional Expertise

Has the functional competence (skills & knowledge) to be effective in his/her job. Keeps specialist competence up to date with ongoing learning/studying. Actively seeks assignments and other on-the-job opportunities to improve self. Shares competence willingly with others.

Teamwork

Is committed to the team and its goals. Does fair share and is an effective contributor. Fills in for or assists fellow team members when necessary. Develops and maintains productive working relationships within the team. Willingly shares knowledge, skills and job-relevant information. Actively participates in team meetings without monopolizing it or reducing the importance of other team members. Encourages and considers others' ideas, opinions and suggestions. Actively involves self in team activities, and contributes positively towards team spirit and morale. Works effectively in cross-functional project teams (when required).

QUALIFICATIONS ADMINISTRATIVE SUPPORT ASSISTANT I:

To perform this job successfully, an individual must be able to perform each essential duty. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Minimum Qualifications

High school diploma or general education degree (GED); and six months experience in an office environment or related experience; or equivalent combination of education and experience.

One-year certificate from college or business school or one year related experience is desirable.

Language Skills

Ability to read and comprehend simple instructions, short correspondence, and memos; ability to write simple correspondence; ability to effectively present information in one-on-one and small group situations to customers and other employees of the organizations. Bilingual in Spanish is desirable.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions; ability to deal with problems involving a few concrete variables in standardized situations.

Computer Skills

Working knowledge of Microsoft Word, Excel, and Outlook.

CERTIFICATES, LICENSES, REGISTRATIONS

A valid California's driver's license is required.

OTHER QUALIFICATIONS

Physical Demands - The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. 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 frequently required to walk; sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and distance vision.

Work Environment - The work environment is a typical office setting including moderate noise levels. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

QUALIFICATIONS ADMINISTRATIVE SUPPORT ASSISTANT II:

To perform this job successfully, an individual must be able to perform each essential duty. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Minimum Qualifications

One year certificate from college or business school; or two years related experience in an office environment; or equivalent combination of education and experience.

Associate's degree (A.A.) from an accredited college or university, or one year of records management related experience in an office environment or related experience is desirable.

Knowledge of

Municipal government administration, applicable Federal, State, and local regulations; principles and procedures of electronic and manual records management.

Language Skills

Ability to write routine reports and correspondence; ability to speak effectively before groups of customers or employees of organization; ability to read, analyze, and interpret general business periodicals, or governmental regulations. Bilingual in Spanish is desirable.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form; ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills

Working knowledge of electronic filing methods, systems and equipment used in storing, retrieving, and updating records; Microsoft Word, Excel, Outlook, and PowerPoint. Knowledge of Laserfiche or another electronic document management program is highly desirable.

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I acknowledge that I have received, read, and sought clarification of any questions I have about the content of this job description. I further understand that, in order for the Authority to retain necessary flexibility to meet organizational needs, this job description may be modified from time to time.

Employee

Date