



Santa Ynez River Water Conservation District, Improvement District No.1

ACCEPTING APPLICATIONS FOR

ADMINISTRATIVE ASSISTANT I: \$4,435.75 to \$5,820.08/mo.
ADMINISTRATIVE ASSISTANT II: \$5,167.44 to \$6,780.12/mo.

Full-Time Non-Exempt Position

FILING DEADLINE: Open Until Filled

THE POSITION

Under the general direction of the Assistant General Manager performs a wide variety of responsible and complex administrative and technical duties in support of the District's administrative functions; prepares a variety of fiscal, administrative, and operational reports; serves as front-line customer support, and performs related work as required.

DISTINGUISHING CHARACTERISTICS:

Incumbents perform a wide variety of specialized clerical duties, communications, and bookkeeping functions. Incumbents will receive incoming phone calls; interact with customers; maintain and edit a variety of documents ranging from general correspondence to reports and spreadsheets; maintaining databases; work in specialized utility billing and accounting software; and engaging in accounting tasks.

Administrative Assistant I

This is an entry level position in the Administrative Assistant series. Initially under close supervision, incumbents perform the more routine duties while learning District policies and procedures and becoming familiar with a variety of District protocols, systems, and practices. Incumbents perform basic administrative and clerical duties; receives and processes customer payments; maintains customer accounts; handles customer inquiries and complaints; and prepares and maintains routine accounting reports.

Incumbents in this classification may advance to the higher level of Administrative Assistant II after gaining experience and demonstrating proficiency which meet the qualifications of the higher level.

Administrative Assistant II

This is a journey-level position in the Administrative Assistant series. Incumbents are distinguished from the lower classification by the relative independence with which duties are performed. Incumbents perform a greater diversity of specialized assignments requiring the application of terminology, technology, policies, practices, and procedures.

EXAMPLE OF DUTIES:

The duties listed below are intended only as an illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to this position.

The position at the Administrative Assistant I level may perform these duties and responsibilities in a learning capacity.

Answers multi-line telephone system and operates District's field radio; determines nature of call; directs callers to appropriate person; provides information to callers or takes messages as appropriate; records and processes customer service requests and service orders; ensures high level of customer service and provides factual information regarding District activities and functions.

Greets, screens, and refers visitors at the District office; responds to requests for information and complaints from customers and the public; refers to appropriate staff and/or takes/recommends action to resolve the issue.

Assists customers with setting up online access to customer account for payments, troubleshooting user issues and resolving challenging customer interactions.

Receives and records payments and other monies, and issues receipts; verifies and posts details of transactions, such as funds received and disbursed, and preparing daily deposits.

Uses specialized utility billing software to process customer service requests; posts payments; and creates or updates customer account files and related records.

Performs various duties related to customer billing; processes monthly utility billing; audits bills; resolves billing errors; reviews customer accounts for completeness and accuracy; and collaborates with field personnel regarding customer account issues (i.e., consumption amount and possible leaks).

Performs accounts payable functions; processes check requests; reconciles the District's credit cards; prepares expense reports; assigns appropriate account number and project codes; prepares purchase orders, receives invoices; and processes payments as necessary.

Composes and types correspondence, reports, forms and specialized documents from drafts, notes, dictated tapes, or brief instructions using word processing or other software; proofreads and checks printed material for accuracy, completeness, compliance with policies, and correct English usage including grammar, punctuation and spelling; enters, edits, and retrieves data and prepares reports.

Prepares and updates a variety of reports which may require arithmetic calculations and consolidating data from several sources; researches and compiles information; maintains records; and processes a variety of forms.

Initiates, organizes, and maintains the assigned District filing system and records, which may include highly sensitive or confidential files; establishes, makes entries, and maintains assigned files.

As assigned, updates on an ongoing basis to the District's website; interacts with web server and provides technical updates, including text, photos, charts, and graphs, and other general updates.

Provides administrative support for District staff; establishes and maintains office files; operates standard office equipment; opens and distributes mail; processes outgoing mail; and maintains general office supplies.

Observes and complies with all District protocols and the District's Rules and Regulations.

Performs other duties as assigned.

KNOWLEDGE OF:

Techniques used in dealing with customers in person and over the phone; standard office administrative practices and procedures, including business writing and the operation of standard office equipment; basic functions and organization of local governments; principles and practices of record keeping, methods and techniques of generating reports and preparing business communication; correct English usage, including spelling, grammar, punctuation and vocabulary; modern equipment and communications tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

ABILITY TO:

Deal tactfully and effectively with customers and others both in person and on the phone; provide varied administrative assistance to District staff; use initiative and independent judgment within established guidelines; research, compile and summarize a variety of informational materials; compose correspondence and perform administrative and related assignments from brief oral or written instructions; organize work, set priorities and follow up assignments with a minimum of supervision; learn District functions, personnel and the specific policies and procedures related to the work; work effectively, meet deadlines and maintain attention to detail despite frequent interruptions; type accurately at a rate of 60 words per minute; learn and use specialized utility billing and accounting software programs; communicate clearly and concisely, both orally and in writing, and be understood while using the District's radio communication system; and, establish and maintain effective working relationships with other employees and those contacted in the course of the work.

MINIMUM QUALIFICATIONS:

Education: High school diploma or equivalent required for all Administrative Assistant series.

Experience:

Administrative Assistant I: One (1) year of general office experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Administrative Assistant II: Three (3) years of general office or administrative assistant experience equivalent to an Administrative Assistant I.

Driver License: Possession of a valid California Class C Driver License is required at the time of hire. Possession and proof of a good driving record without multiple or serious traffic violations or accidents for at least two (2) years duration. A candidate's driving record cannot contribute to an increase in the District's automobile insurance rates.

BENEFITS:

- Health, dental, and vision insurance available the first day of the month following enrollment. Employee/family coverage paid by the District up to the maximum allotted by Resolution of the Board of Trustees.
- CalPERS is a defined benefit retirement plan that includes a lifetime benefit determined by a set formula (years of service, age at retirement, and final compensation). An employee who becomes a "new" member of CalPERS for the first time on or after **January 1, 2013** (and who was not a member of another California public retirement system prior to that date) will be enrolled in the CalPERS 2% @ 62 benefit formula (with Social Security) with three-year final compensation in accordance with the Public Employees' Pension Reform Act of 2013 (PEPRA). Employees contribute 7.25% of salary towards the employee CalPERS service contribution cost.
- An employee who is a "classic" member of CalPERS hired before January 1, 2013 or who has reciprocity with CalPERS or who has less than a six month break in service between employment in a CalPERS (or reciprocal) agency will be enrolled in the 2% at age 55 formula based on the employee's 36 months of highest average annual compensation to a maximum of the annual social security withholding limit.
- The District participates in Social Security.
- Voluntary deferred compensation plan available.
- Disability insurance at a nominal cost to employee on date of hire.
- 10 days vacation accrued each year (vacation accrual can be taken after six months of employment with the District); increases to 20 days after 10 years.
- 12 paid holidays per year.
- 12 days sick leave per year.

SELECTION PROCESS

All applicants are required to complete and submit an application packet consisting of an official District application and resume stapled in the upper left-hand corner. Applications are available on the District website at www.syrwd.org, the District Office at 3622 Sagunto Street, or by calling (805) 688-6015. **Applications may be submitted in person at 3622 Sagunto Street, Santa Ynez, CA, 93460; Mail @ P.O. Box 157, Santa Ynez, CA, 93460; Fax @ (805) 688-3078; or Email @ mmartone@syrwd.org.** The most qualified candidates will be selected to appear for an interview.

Upon hire, the employee must possess a bank account to accommodate the District's direct deposit for monthly pay. Upon hire, the employee must submit a Department of Motor Vehicles printout summarizing their driving record covering the last 30 days from the closing date of this recruitment. The District maintains a "no smoking" environment for all District facilities to promote a health-based, smoke-free work place as part of the District's commitment to a pollution-free environment • An Equal Opportunity Employer - Women, minorities, and individuals with disabilities are encouraged to apply • Under the Americans with Disabilities Act, persons desiring a reasonable accommodation to compete in the recruitment process may contact the District Office at (805) 688-6015, or, for telecommunications devices for the hearing impaired, call the California Relay Service at 1 (800) 735-2929 prior to the final filing deadline • The provisions contained in this job flyer do not constitute an express or implied contract and any provisions contained herein may be modified or revised without notice.