



Job Title: **Administrative Assistant**  
Department: **Department of Utilities**  
Date: **December 1, 2022**  
 Non-Exempt  
FLSA Exemption: **N/A**  
Job Reports To: **Chief of Public Utilities**  
Pay Grade: **5**  
 Full Time

## Job Description

### Summary/Objective

Under general direction of the Chief of Public Utilities, and direct supervision of the Management Analyst, performs a variety of routine to difficult administrative and office support duties; requires knowledge of the department, its procedures, and operational details; provides administrative support to management and departmental staff; composes and prepares correspondence using judgment in content and style; performs skilled word processing, data entry, and typing; provides information to the public and staff; provides assistance for a variety of assignments related to administration of contracts, budgets, projects, and department programs; schedules meetings and makes meeting arrangements; responds to customer complaints and issues regarding policy and procedure interpretation. Coordinates day-to-day office operations; and performs related work as assigned.

**Essential Job Functions** *The duties listed below are intended only as illustrations 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 the class. Reasonable accommodations may be made to enable individuals with disabilities to perform the following essential functions:*

1. Provides administrative support for Department in daily management of operations.
2. Organizes, coordinates, maintains, and updates department record systems; enters and updates information with department activity files; determines how information is extracted from systems or reports, and mails out reports and notices as required.
3. May perform accounting/bookkeeping work, which includes check requests, purchase orders, leave request, processing invoices, including coordination with consultants or vendors, Finance and other City staff to ensure accuracy of data input, preparation and distribution of invoices, tracking payments, and resolving disputes.
4. May assists with budget preparation by performing research, working with Finance and other City departments to resolve budget questions and inconsistencies, entering budget information into databases and maintaining records.
5. May coordinate City staff trainings and other events and meetings; creates schedules, invites participants, and arranges for other details as necessary.

6. May assist with planning or coordinating activities or special projects as required.
7. Works with outside parties to ensure supporting documentation is complete for a variety of applications, City services, programs, and permits, including providing assistance; coordinate public or legal noticing related to Department actions.
8. Serves as point of contact for the Department of Utilities; provides information to the public to ensure an understanding of departmental policies and procedures.
9. Performs other clerical/administrative work as required, which may include but is not limited to copying documents, filing/retrieving files, reviewing and processing mail, faxing information, answering the telephone, scheduling appointments, meetings and events such as quarterly meetings, maintaining calendars, etc.
10. Coordinates and/or attends various meetings and trainings as required or appropriate, represents department as assigned; makes travel arrangements.
11. Completes special projects as assigned including organizing events for the community, creating flyers and informational packets, arranging food, transportation and other logistics for City services, and sourcing vendors for special purchases.
12. Coordinates activities with City departments, outside agencies, and organizations.
13. Maintains calendar, makes follow-up calls, and initiates calls as necessary.
14. Applies a variety of database, spreadsheet, word processing and graphics software programs and functions for division reports.
15. Types, formats, edits, revises, proofreads and prints reports, correspondence, memoranda, transmittal sheets, agreements, contracts, legal documents, modifies standard formats and budgets with brief oral instructions; may assist in designing and producing technical information handouts.
16. Maintains accurate and detailed records, verifies accuracy of information, researches discrepancies, and records information.
17. Composes letters, correspondence and reports for Department of Utilities managers and superintendents. Organize and maintain Department of Utilities division records.
18. Answers, screens and routes telephone calls; greets, informs and directs visitors; communicates information and instructions as an agent of the Management Analyst.
19. Assists customers by telephone or e-mail; responds to and takes action to resolve complaints from residents, businesses, others or refers complaints to appropriate staff.
20. May assist with planning, organizing, or coordinating administrative or management studies relating to departmental issues and programs.
21. Facilitates activities and productivity in overseeing a variety of special assignments.
22. Coordinates projects and activities across divisions.
23. Provides technical assistance to others on administrative matters.
24. May assist with administering assigned department webpage contents and layout.
25. Establishes positive working relationships with representatives of organizations, State/local agencies and associations, management, staff, and the public.

**Other Job Related Duties** Performs other related duties or responsibilities as assigned.

## Conformance Statement

In the performance of their respective tasks and duties all employees are expected to conform to the following:

- Perform quality work within deadlines with minimal direct supervision.
- Interact professionally with other employees, residents, suppliers and elected officials.
- Work cooperatively and effectively as a team contributor on all assignments.
- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.
- Maintain the highest level of ethical behavior in all matters.

## Competencies

1. Ethical Conduct.
2. Time Management.
3. Organization Skills.
4. Financial Management.
5. Project Management.
6. Personal Effectiveness/Credibility.

## Qualification Guidelines

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Education** A High School diploma or equivalent. Prefer an Associate's degree or higher in Business Administration from an accredited College or University.

**Experience** Three (3) years of increasingly responsible office support experience, performing administrative duties, including support work for one or more managers.

## Condition of Employment

Must possess and maintain a valid California Driver's License and maintain a clean driving record for insurability through the City of San Jacinto. Failure to maintain license/insurability will result in disciplinary procedures including suspension without pay, demotion, and/or termination without Administrative or Judicial appeal.

## Knowledge, Skills & Abilities

Knowledge of:

- Principles, practices and methods of administrative and organizational analysis.
- Public administration policies and procedures.

- Business applications, and data management; financial analysis techniques.
- Effective business communications and correct English usage, including spelling, grammar and punctuation; research techniques, methods, and procedures, and report presentation techniques; and City's personnel rules and regulations.
- Limited exposure to research methods, statistical techniques and applications.
- Modern office practices, methods, computer equipment and applications.
- English usage, grammar, spelling, vocabulary, and punctuation.

Ability to:

- Analyze administrative, programmatic, operational and financial problems, evaluate alternatives and reach sound conclusions.
- Perform responsible administrative work involving the use of independent judgment and personal initiative.
- Assist with conducting management, administrative, and operational studies.
- Plan, organize, and carry out assignments with minimal direction.
- Prepare clear and concise reports, correspondence, policies, procedures, presentations, and other written materials
- Establish and maintain a variety of filing, record keeping, and tracking systems; organize and prioritize a variety of projects and tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate and maintain modern office equipment, including computer equipment and specialized software applications programs.
- Communicate clearly, concisely and effectively, orally and in writing; use tact, discretion and sensitivity in dealing with sensitive situations.
- Establish and maintain effective working relationships with City officials, other public agencies, employees, citizen groups, and the public.

Skills to:

- Manage and monitor complex projects, on-time and within budget.
- Analyze, interpret, summarize and present administrative and technical information and data in an effective manner.
- Interpret, explain, and ensure compliance with City policies and procedures, complex laws, codes, regulations, and ordinances.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Organize and prioritize a variety of projects and tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Use English to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

## **Work Authorization/Security Clearance**

Must complete post-offer/pre-employment Department of Justice finger printing and background screening. Work authorization as required by the U.S. Citizenship and Immigration Services is mandatory within three business days of hire.

## **Disaster Service Worker Requirements**

Under California Government Code Sections 3100 - 3109, public employees are designated as disaster service workers. The term "public employees" includes all persons employed by the state or any county, city, state agency, or public district. Disaster service workers are required to participate in such disaster service activities as may be assigned to them by their employer or by law.

## **Pre-Employment**

All employment offers are contingent upon successful completion of a pre-employment physical exam, a criminal background investigation, which includes finger printing and a pre-employment physical and drug/alcohol test.

## **Working Conditions, Mental and Physical Demands**

The physical demands herein 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 these essential job functions.

## **Work Environment**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, to operate a motor vehicle, and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and minimal direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Indoor office environment; the employee is frequently required to sit, stand, walk, use hands and fingers, and reach with hands and arms. Lifting and carrying up to 40 pounds. Noise and temperatures are moderate and fumes are not generally present.

## **Physical Demands**

This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment.

Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift books and files from shoulder-level and above, carry, push, and pull materials and objects weighing up to 40 pounds.

Visual acuity to perform routine filing of documents is required; and use of a computer keyboard and software. While performing the duties of this job, the employee is regularly required to see, talk, and hear.

## **Essential Mental Functions**

Regularly use of written and oral communication skills, read and interpret data, analyze and solve problems; observe and interpret situations; interact with City staff. Be able to make quick decisions, supervise others, problem solve, read, write, and speak publicly. Essential to be able to read, organize, process and interpret data.

Be able to make quick decisions, provide guidance and direction to others, problem solve, read, write, and speak publicly. Essential to be able to read, organize, process and interpret data, and be able to add, subtract, multiply and divide.

## **Supervisory Responsibility**

This position has no supervisory responsibilities.

## **Expected Hours of Work/Work Schedule**

Monday – Thursday 6:30 AM – 5:00 PM (4x10 work week) with a 30-minute lunch break. The position must be available to attend evening and weekend meetings as well as respond to emergency situations.

## **Travel**

Regular, local travel is expected for this position. Occasional out of town travel for conferences, workshops, and various training opportunities is likely.

**Disclaimers and Approval** The disclaimer informs the employee that the job description is not a contract between the employee and the employer, that the employer may change the job description or that the employer may request the employee to perform additional duties.

This job description has been approved by all levels of management:

City Manager *R. John* Date 11/3/2022  
Chief of Public Utilities *A. Miller* Date 11/3/22  
HR *Kiersey Hitchcock* Date 11/2/22

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Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_