



ADMINISTRATIVE ASSISTANT II

Department	Various CVWD Departments	FLSA Status	Non-Exempt
Division	Various CVWD Divisions	Bargaining Unit	CWDEA
Job #'s	40184	SRN	A32
EEO Job Category	5 – Administrative Support Workers		
Supervision Received and Exercised	Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.		

JOB SUMMARY:

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. It is understood that different departments within CVWD will have departmental specific duties which will fall under the essential functions of the job classification.

This journey-level classification is distinguished by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

ESSENTIAL FUNCTIONS:

The duties listed below are intended only as representative 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.

1. Creates, types, formats, edits, revises, proofreads, tracks, and prints a variety of narrative, statistical, and technical documents, reports, correspondence, memoranda, mail merges, requests for proposals, agreements, contracts, specifications, manuals, statistical charts, and other documents and materials ranging from routine to complex; types from rough notes, drafts, and brief oral instructions; summarizes information and prepares correspondence; creates and maintains databases of records, lists, and projects; creates standard statistical spreadsheets; designs and revises forms, charts, and graphs.
2. Provides administrative support for executive management (including members of the Board), managers, supervisors, and staff; maintains calendars; schedules meetings and makes meeting arrangements including room set up and catering; prepares and distributes agendas and minutes.
3. Greets, answers, screens, and refers visitors and telephone calls; performs receptionist duties at a District facility department, greeting and referring visitors and customers and operating a switchboard; maintains a high level of customer service quality; 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.
4. Assists department management and staff in preparation of annual budget request documents; tracks expenditures against budget; identifies, researches, and resolves discrepancies; types and processes purchase orders and pay requests.

Job Title	Administrative Assistant II	Adopted	April 2021
Job Code	40184	Reviewed/Revised	4/01/2021
Bargaining Unit Reviewed	CVWDEA 4/5/2021	Supersedes	Not applicable



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5. Picks up and distributes incoming mail; opens, logs, and routes office mail; stuffs, sorts, and prepares outgoing mail for pickup; retrieves, delivers, and sends faxes; troubleshoots and performs minor maintenance on duplicating equipment; coordinates repair of equipment by outside vendors; submits requisitions for machine supplies.
6. Monitors and maintains inventories of supplies and materials; types purchase requisitions and check requests; purchases supplies and materials within established purchasing guidelines.
7. Obtains data from multiple sources; extracts data elements required; updates and maintains specialized logs and databases; cross-checks data to identify errors and discrepancies for research and resolution; creates reports and documents in compliance with regulatory requirements.
8. Enters, verifies, and processes time card information for department staff; resolves timecard/work order discrepancies.
9. Prepares, edits, and formats reports, technical worksheets, tables, and computations; establishes, maintains, and tracks pending projects in database; researches and assembles information from a variety of sources for the preparation of records and reports; makes arithmetic calculations.
10. Organizes, maintains and updates subject, project, and specialized files; maintains and updates file indexes; removes and archives inactive files; updates technical and operating manuals.
11. Depending on assignment, may maintain Notary Journal including verifying identification for signature and documenting and verifying the steps necessary in the notary process.
12. Assist in presentations, community events and coordinates and conducts tours of District facilities; schedules field trips, presentations, and events; monitors education supply inventory.
13. May provide training and orientation to new staff on office procedures and software.
14. Observes and complies with all District and mandated safety rules, regulations, and protocols.
15. Performs related duties as assigned.

MINIMUM QUALIFICATIONS:

Education: High School Diploma or equivalent. Any office related courses with an AA degree in Business Administration are highly desired.

Experience: Five (5) years of progressively responsible general administrative or secretarial experience in a government or public utility environment. Any combination of experience and education that provides the required knowledge and abilities is qualifying.

Microsoft Office Proficiency: Intermediate Level or Above in Microsoft; including Word, PowerPoint & Excel.

Knowledge of:

- Office administration practices and procedures.
- Methods and techniques of generating reports and preparing business communication.
- District organization, rules, policies, and procedures applicable to assigned areas of responsibility.
- District document formatting standards.
- District travel policies and procedures.
- District purchasing practices and procedures.
- District timekeeping practices.

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- District departments and their associated functions, responsibilities, and special programs.
- Principles and practices of record keeping.
- Basic mathematics.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Abilities:

- Perform a diverse range of office clerical and administrative support tasks.
- Receive, process, and route business documents in assigned areas of responsibility.
- Maintain calendars and scheduling meetings.
- Review and process purchase orders, invoices, and related fiscal documents.
- Provide support in tracking budget expenditures.
- Generate, compose, and/or process reports, letters, forms, and related documents.
- Type accurately at a speed necessary to meet the requirements of the position.
- Organize work, establish priorities, meet critical deadlines, and follow up on assignments.
- Interpret, apply, explain, and reach sound decisions in accordance with District and department policies and procedures.
- Organize and maintain office and specialized files.
- Follow and apply written and oral work instructions.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

CERTIFICATES, LICENSES, AND REGISTRATION REQUIREMENTS

Employees in this position are required to obtain and maintain the following certifications, licensing and registrations:

- Licenses – Valid California Operators license issued by the State Department of Motor Vehicles. Department of Motor Vehicles driving record may influence employment or classification. Ability to maintain insurance under the District’s Vehicle Insurance Policy.
- Notary Public (Optional) – As determined by the business need of the District, Employees may be required to obtain and maintain a Notary journal.

PHYSICAL REQUIREMENTS:

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1. Mobility to work in a standard office setting and 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.
2. 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.
3. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.
4. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.
5. May be required to work nights and weekends.
6. Driving: low.

Read and Acknowledged: _____
Employee Signature

_____/_____/_____
Date

Employee Name (Printed)

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