

ADMINISTRATIVE SUPPORT SPECIALIST

DEFINITION

Under direct supervision of the Administrative Services Manager, to act as the District's primary telephone operator and office receptionist, and to perform a variety of office support activities including document preparation, file maintenance, data entry, word processing, spreadsheet development, and specialized project activities like database reporting and accounts payable processing.

SUPERVISION EXERCISED

Exercises no supervision.

IMPORTANT AND ESSENTIAL DUTIES

1. Represent the District to all callers and visitors such as members of the public, District and city officials, consultants and suppliers, in a professional and customer friendly manner; receive and route incoming mail; read info@oroloma.org email daily and respond or forward appropriately; perform a variety of office support assignments.
2. Understand the District and all aspects of its business, greet and screen all telephone callers and provide information knowledgeably and efficiently or refer callers to the appropriate staff.
3. Communicate clearly and concisely in English, both orally and in writing.
4. Type, originate, edit, proofread and distribute a variety of letters, documents and memoranda; operate a variety of office equipment including a computer and word processing, database and spreadsheet software applications; perform data input and retrieve information; prepare and maintain a variety of spreadsheet reports; originate, recommend and develop reports, forms, formats and procedures.
5. Update, maintain, develop reports, and operate the District's Computerized Maintenance Management System (Mainsaver).
6. Perform all duties related to the processing of accounts payable for the District (batch invoices and perform data entry, coding, and verification of supporting documentation, and conduct the accounts payable check runs ensuring that all items are paid in a timely manner).
7. Perform administrative duties related to the planning, implementation, and administration of residential and commercial solid waste and recycling programs.
8. Act as District liaison between staff and the Information Technology consultant; compile IT issues from employees, forward them to the IT consultant in a timely manner, and coordinate

for prompt resolution.

9. Provide Board agenda preparation back-up to the District Secretary, as needed.
10. Receive emergency calls and dispatch to inspection or appropriate personnel via telephone, radio or other means of communication.
11. Maintain and store a variety of records, files, logs and reports; periodically review and purge files in accordance with applicable laws, regulations and guidelines.
12. Operate a variety of office equipment including, but not limited to: computers; various software programs such as MS Word, Excel, PowerPoint and Access; copier and fax machines; lamination and binding machines.
13. Perform a variety of office support and administrative duties, including maintaining the office supply inventory, the cleanliness of the common areas in the office, preparing coffee and refreshments for meetings, and filling and emptying the dishwashers.
14. Perform routine mathematical calculations.
15. Learn, understand and adhere to District policies and procedures; read, understand and follow work rules and procedures; follow oral and written directions; problem solve.
16. Multi-task and handle a heavy quantity of work with quality and accuracy.
17. Meet established deadlines on a consistent basis.
18. Run short errands or deliveries pre-approved by the Administrative Services Manager, with minimal amount of advance notice.
19. Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.
20. Perform other related duties, as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

- English usage, spelling, grammar and punctuation.
- Modern office practices, procedures and equipment, including a computer and applicable software, typewriter, radio communication, ten-key, and copying equipment.
- Basic principles of mathematics, filing and recordkeeping.
- Principles of database data entry, queries and reporting.
- Basic principles of accounts payable processing.

- Receptionist and telephone techniques.

Ability to:

- Type accurately from clean copy at a rate of 45 words per minute.
- Deal tactfully with the public and others in providing information, answering questions and providing customer service.
- Demonstrate a high level of multi-tasking.
- Read, understand and follow posted work rules and procedures; follow oral and written directions; and accept constructive criticism.
- Problem solve.
- Understand, explain and apply department rules and policies.
- Operate a computer and a variety of word processing and software applications.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships.

EXPERIENCE AND EDUCATION GUIDELINES

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

Experience:

Two years of clerical experience, including experience with or understanding of a database reporting system and/or accounts payable processing.

Education / Training:

Equivalent to the completion of the twelfth grade; completion of junior college or business college courses is desirable, with coursework in business, accounting, finance, database management, office procedures or office administration.

License or Certificate:

Possession of the category of California driver's license required by the State of California, Department of Motor Vehicles, to perform the duties of the position. Continued maintenance of a valid California driver's license of the required category, compliance with established District vehicle operation standards and the ability to be insured for the operation of a vehicle/District vehicle in accordance with the terms and conditions of the District's insurance program are conditions of continuing employment.

PHYSICAL DEMANDS/WORK ENVIRONMENT

The physical demands and work environment 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.

While performing the duties of this job, the employee is regularly required to sit and talk or sit and hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, depth perception, and ability to adjust focus. The noise level in the work environment may vary.

Effective Date: November 3, 2015

Updated by: A. Simion 12/03/03

Adopted by the Board on 04/06/04

Updated by: A. Simion on 09/10/15

Reviewed by Personnel/Safety/Public Information Committee on 10/19/15

Approved by Board on 11/03/15