

ADMINISTRATIVE ASSISTANT

DEFINITION

Under general supervision, performs a variety of responsible customer support and billing duties related to the establishment and maintenance of customer accounts; provides direct customer service associated with utility payments, requests for service, responding to complaints, and providing information; performs a wide variety of clerical accounting support duties in the preparation, maintenance, and processing of accounts payable transactions and records; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Administrative Services Manager. Exercises no supervision over staff.

CLASS CHARACTERISTICS

This is a journey-level class where incumbents are expected to perform the full range of customer service and clerical accounting support duties and are required to work independently and use sound judgment. The work requires application and interpretation of policies, procedures, and regulations and involves frequent contact with the public. 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. This class is distinguished from the Administrative Specialist in that the latter is responsible for overseeing all monthly utility billing functions and performs the more complex customer service duties such as determining and approving account adjustments.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Provides front-line customer service support by greeting customers at the front desk or by telephone.
- Responds and provides information to customer inquiries and complaints in person or by telephone; researches, identifies potential causes, and provides recommendations for the resolution of unusual billing situations; and represents the District to callers and visitors in a professional and customer friendly manner.
- Interprets policies and procedures and explains service fees, rates, and procedures to customers; may waive fees under appropriate circumstances and with supervisory approval.
- Receives and processes service requests and transfer orders, sets up and closes accounts, processes "in and out" tags; determines and collects necessary charges and secures legal documents regarding property descriptions and ownership; resolves issues and problems regarding the processing of orders and delinquent accounts.
- Receives, audits, and processes customer payments, balances monies received, and prepares receipts; assists with completing bank deposits and posting payments to customer accounts.

- Receives, stamps, codes, processes, and scans invoices; prepares checks for mailing; maintains records of invoices and check stubs.
- Inputs expense statements into the financial system for payment.
- Assists with District's records retention program including scanning records and files and maintaining a records tracking and maintenance schedule.
- Maintains accurate and detailed records, verifies accuracy of information, researches discrepancies, and records information.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies District policies and procedures in determining completeness of applications, records, and files.
- Prepares, copies, collates, and distributes a variety of documents; ensures proper filing of copies in District files.
- Composes, types, formats, and proofreads a wide variety of reports, letters, documents, and correspondence; checks drafts for punctuation, spelling, and grammar; suggests corrections.
- Receives, opens, time stamps, sorts, and distributes incoming mail; prepares and distributes outgoing mail.
- Maintains, updates, and retrieves information from District record systems and specialized databases.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Practices and procedures related to accounting for receipts and the maintenance of customer accounts.
- Terminology and practices of financial and account document processing and recordkeeping, including accounts payable and utility billing.
- District policies and procedures related to assigned area of responsibility.
- Principles and practices of data collection and report preparation.
- Business arithmetic and basic statistical techniques.
- Basic business letter writing and the standard format for reports and correspondence.
- Recordkeeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

- Deal tactfully with the public and others in providing information, answering questions, and providing customer service, even under difficult or stressful conditions.
- Respond to and effectively prioritize multiple phone calls and other requests or interruptions.
- Perform detailed customer service and accounting office support work accurately and in a timely manner.
- Balance cash receipts and maintain accurate financial records.
- Make accurate arithmetic, financial, and statistical computations.
- Compose correspondence independently or from brief instructions.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.

- Interpret, apply, explain, and ensure compliance with applicable District policies and procedures.
- Maintain detailed and accurate records.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment, including computer equipment and specialized software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Understand, and adhere to established District standards, policies, and procedures.
- Establish and maintain effective working relationships with those contacted in the course of the work.

Education and Experience:

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

Equivalent to the completion of the twelfth (12th) grade and three (3) years of experience in providing general customer service and basic accounting support, and knowledge of work processes and clerical office administration procedures.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle to visit various District 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. This is primarily a sedentary office classification, although standing 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, carry, push, and pull materials and objects weighing up to 35 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to potentially hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing District policies and procedures.