



TAMALPAIS COMMUNITY SERVICES DISTRICT

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RESOLUTION NO. 2022-35

RESOLUTION OF THE BOARD OF DIRECTORS OF THE TAMALPAIS COMMUNITY SERVICES DISTRICT APPROVING THE ADMINISTRATIVE CLERK JOB DESCRIPTION/CLASSIFICATION

WHEREAS, the job description for the Administrative Clerk position was last updated over 13 years ago; and

WHEREAS, the position is vacant and TCSD wants to update the job description/classification to reflect the current needs of the organization as well as duties and responsibilities of the position; and

WHEREAS, TCSD wishes to provide 5% incentive pay for the position for demonstrated experience and/or knowledge in implementing a records management system for governmental agencies.

THEREFORE, BE IT RESOLVED that the Tamalpais Community Services District approves the Administrative Clerk job description/classification, attached as Exhibit A, and incorporated herein by reference, and authorizes the General Manager, at his/her discretion, to offer a 5% incentive pay for an applicant with demonstrated extensive knowledge and/or experience in implementing a records management system.

The foregoing resolution was duly passed and adopted by the Board of Directors of the Tamalpais Community Service District at a duly noticed meeting held in said District on the 14th day of December 2022 by the following vote:

AYES: *STEVE LEUWE, JEFF BROWN, MATT McMAHON, JIM JACOBS, STEFFEN BARTSCHAT*

NAYS:

ABSENT:

A handwritten signature in blue ink, appearing to read "SAB", is written above a horizontal line.

Steffen Bartschat, President

ATTEST:

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Secretary, Tamalpais Community Services District



**TAMALPAIS COMMUNITY SERVICES DISTRICT
ADMINISTRATIVE CLERK**

DEFINITION

Under supervision of the General Manager, the Administrative Clerk provides general administrative/office support, coordinates the events/activities calendar, manages the rentals of facilities, provides administrative/customer service support to the Solid Waste and Wastewater divisions. The Clerk also supports the District Board of Directors by attending meeting, preparing the agenda packet, and taking meeting minutes. This position has strong contact with the public and is the first line for communicating and assisting the public. Daily interaction with customers includes information sharing, problem solving and complaint resolution with regard to TCSD services. The Clerk is knowledgeable of the District's services and programs. This position requires exceptional administrative and front office skills. This position includes some evening work.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the General Manager and other TCSD managers.

EXAMPLES OF DUTIES AND RESPONSIBILITIES

Depending upon assignment, duties may include, but are not limited to, the following:

- Primarily responsible for answering and responding to phone and/or email from consumers regarding all TCSD programs.
- Coordinate with Solid Waste Drivers refuse pick-ups, bin deliveries, and related services such as Debris days.
- Coordinate inspections with Wastewater division.
- Responsible for the coordination, preparation, and distribution of TCSD Board meeting agendas, staff reports and associated documents.
- Attend TCSD Board meetings, record actions taken, take and prepare minutes, set-up rooms for meeting, and finalize ordinances and resolutions.
- Post agendas and publish public notices for Board action.
- Assist General Manager with records retention schedule and policies including ordinances and resolutions.

- Maintain and administer the TCS D's Conflict of Interest Policy.
- Serve as Filing Officer for Campaign Statements as well as Statements of Economic Interests for designated officials.
- Assist with the processing of Board actions and provide support services to the TCS D Board.
- Liaison with IT vendor
- Manage office related service contracts such as copier lease, uniform and supply orders, and janitorial services.
- Manage the rental of TCS D facilities, coordinate facility and class schedules, and prepare rental and instructor agreements
- Assist Events and Communication Coordinator with website updates and content
- Coordinate and manage the pick-up of TCS D e-waste, sharps/pharmaceuticals, CFL bulbs, batteries, printer cartridge, and other collection programs.
- Coordinate TCS D Commissioner recruitment process.
- Provide staff services to enable TCS D Board virtual meetings.
- Provide administrative support services for the General Manager
- Prepare and maintain hard copy and electronic binder/folder on TCS D-wide personnel rules and regulations and administrative policies.
- Monitor and purchase office supplies/materials

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

- Record keeping and records management policies and procedures, Brown Act and Political Reform Act requirements.
- Principles and practices of local government or special districts.
- Public relations principles and techniques.
- Customer service principles and techniques.
- Use of phone and voice message systems
- Computer skills including graphics and relevant office software applications such as Microsoft Word, Access, Excel, Outlook, and PowerPoint.

Ability and Skills to:

- Maintain cooperative working relationships with other TCS D departments and employees, elected officials, other haulers, other public agencies, community organizations, and the general public.
- Proofread documents using correct punctuation, spelling, and grammar, as well as basic business arithmetic.
- Set up and conduct virtual meetings.
- Effectively work to resolve customer problems and complaints to the satisfaction of TCS D and the customer.
- Manage lock and key systems.
- Furnish the public with information on District programs as well as clearly

- explain District policies and procedures.
- Use two-way radio and group text messages to convey messages to Solid Waste and Wastewater staff
- Complete assignments in an efficient, timely, and effective manner.
- Accept electronic payments and process refunds and receipts.
- Computer proficiency to prepare reports and spreadsheets, manage email and perform internet searches.
- Post documents on website.
- Apply strong organizational skills, including the ability to prioritize tasks and work on multiple projects simultaneously.
- Communicate clearly and concisely, orally and in writing, with staff and the public
- Properly interpret and make decisions in accordance with laws, regulations, and policies.
- Use independent judgment and personal initiative.
- Participate effectively as a member of the TCSD team.
- Occasionally, drive to pick-up TCSD supplies and materials.

EXPERIENCE AND TRAINING GUIDELINES

Any combination of experience and training that will provide the required knowledge and abilities to qualify for the position. Ideal candidates will desire to be an active, collaborative member of the TCSD's team with a minimum of three years increasingly responsible experience in customer service with excellent telephone skills. Candidates must have a thorough knowledge of the English language with the ability to communicate well verbally and in writing with the public and fellow employees. College coursework and/or a college degree is highly preferred.

License or Certificates: Possession of a valid California driver's license. A certified Municipal Clerk Certificate (CMC) is desirable but not required.

PHYSICAL WORKING CONDITIONS

The work environment characteristics described below 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.

- Mobility to work in standard office setting and use standard office equipment, including a computer.
- Capability to lift and carry objects such as boxes of files, office supplies, etc. weighing up to 25 lbs.
- Attend night meetings as assigned.
- Ability to sit for long periods of time at an office desk to answer the phones and use

the two-way radio. The position may be able to work remotely one day a week or every other week depending on the average number of walk-ins we have on a specific day (e.g., Monday) during office hours.

Incumbents may be exposed to vibrations, fumes, odors, dusts, gases, and, intense noises. The main office is part of the TCSD Solid Waste and Wastewater corporation yard/facility. Not all TCSD facilities are air conditioned and/or heated.

SALARY

Per adopted Salary Schedule; position eligible for 5% salary incentive, at discretion of the General Manager, for demonstrated knowledge or experience in implementing a records management system (e.g., possession of CMC) for a governmental agency.

Adopted TCSD Resolution 22-__ , December 14, 2022