

SOOS CREEK WATER & SEWER DISTRICT

JOB DESCRIPTION

JOB TITLE: ADMINISTRATIVE ASSISTANT I, II

GRADE: 3 or 4

REPORTING RELATIONSHIPS:

REPORTS TO: EXECUTIVE ASSISTANT

DIRECTS: NONE

JOB SUMMARY:

Administrative Assistant I

The Administrative Assistant I is responsible for performing office and clerical support to the Executive Assistant, Operations Manager, Finance Manager, Engineering Manager, Human Resources Manager, and Field Supervisors. The Administrative Assistant must possess good organizational, grammatical, and computer skills and must use initiative in carrying out recurring assignments independently without specific instructions. Must be proficient in Microsoft Office Suite, SharePoint, Teams, and with modern office practices and equipment.

The Administrative Assistant I operates under limited supervision and performs work that is typically routine, regular, and recurring, with occasional variations, requiring knowledge and understanding of office procedures and operations. Work activities have a low to moderate degree of complexity following general directions and instructions. Work products and problems are identified and resolved independently, with unusual and more complex problems referred for review by the employee assigning the tasks.

Administrative Assistant II

Perform duties listed under Administrative Assistant I, with the following additions:

The Administrative II position operates with minimal supervision and work activities have a moderate to high degree of complexity. This position is distinguished from Administrative Assistant I by the additional years of experience and increased responsibility for performing advanced administrative support activities, data research/compiling data, technical recordkeeping, working under broader guidelines and exercising independent judgment and initiative. Must possess working knowledge of Adobe Pro, Canva, and Visio.

CONTACTS:

INTERNAL: Field and Office Staff, Commissioners

EXTERNAL: Consultants, various governmental agencies, water and sewer municipalities, vendors, insurance companies, District customers, and the general public.

ESSENTIAL DUTIES & RESPONSIBILITIES:

The specific statements shown for each task are not intended to be all inclusive. They represent minimal essential elements and criteria considered necessary to successfully perform the job. Other related duties and responsibilities may be required or assigned, as needed.

1. Effectively prepares correspondences, reports, memos, or other information from rough drafts or general instructions.
2. Supports/researches policy development, coordinates efforts to create work procedures documentation (resource guide), and documents organization and management in relation to record retention requirements.
3. Assists Billing and Development departments with returned mail research and obtaining delinquent account customer contact information.
4. Handles staff and commissioners' travel and training reservations and related arrangements; assists with field crew on-call schedule; manages vehicle maintenance, tool and materials records and assist field crew with related documentation.
5. Coordinates District contract project activities (i.e., meeting coordination, correspondences, maintains files, records, database, and reports related to contract projects). Keeps pertinent personnel informed of status.
6. Tracks and files easements related to contracts and follows through with recording requests.
7. Enters/retrieves data and maintains and runs reports from various database platforms and software.
8. Supports and facilitates regular updates to assigned department's policies and procedures.
9. May conduct research, compile data, and prepare documents.
10. Assists with preparation of correspondence to customers, vendors, insurance companies, and the general public.
11. Assists with document management and record retention/disposition.
12. Coordinates activities involving insurance companies as it relates to general policy changes, general liability, accidents, property damage and backups. Maintains and files various records and reports related to insurance claims and activities. Keeps pertinent personnel informed of status.
13. Maintains a database of Field Operations staff training and certifications. Advises management and staff of training requirements and assists in scheduling as needed.
14. Operates a variety of office equipment including computer, adding machine, copier, and scanner.
15. Serves as a backup for the Executive Assistant during absences.
16. Performs all other assigned duties and responsibilities; assisting other employees; or substituting for other employees when needed; and willing to cross train in other areas.

MINIMUM QUALIFICATIONS:

Administrative Assistant I

Knowledge of:

- Microsoft Office Suite, SharePoint, and Teams.
- General office practices and procedures.

Skills in:

- Effective communication and interpersonal skills, including tact, diplomacy, and professionalism.
- Excellent organization, follow-through, and customer service skills.
- Operating modern office equipment.
- Sorting, filing, and archiving paper documents as well as electronic records.

Ability to:

- Have good public relation skills and handle difficult situations.
- Communicate effectively, both orally and in writing, with the public, customers, staff, co-workers, and leadership.
- Effectively adjust to changing priorities and meeting deadlines.

- Work harmoniously with the public and District employees.
- Recognize what needs to be done and the willingness to accomplish such work without direction on each task.
- Quickly comprehend and carry out instructions and work independently with minimum supervision.
- Communicate with customers and favorably represent the District to the public.
- Maintain clear, concise, and accurate records, and report on items that need attention.
- Maintain a professional and respectful working environment.
- Utilize strong organizational skills.

Education and Experience:

Any equivalent combination of education and experience that provides the knowledge, skills, and abilities required to perform the job successfully. A typical way to obtain the knowledge, skills, and abilities would be:

- High School diploma or G.E.D., supplemented by courses in office procedures and clerical responsibilities.
- Prior administrative assistant experience or five years progressively responsible experience in clerical and office administration.

Administrative Assistant II

Knowledge, skills, and abilities listed under Administrative Assistant I; with the following additions:

Knowledge of:

- Microsoft Office Suite, advanced functions.
- Communication and presentation software such as MS PowerPoint, Adobe, Visio and/or Canva.
- Professional standards for business correspondence writing, grammar, spelling, and punctuation.
- Principles and practices of recordkeeping, records retention, records management, and file maintenance.

Skills in:

- Creating and maintaining paper and electronic file systems.
- Creating, tracking, and closing of contracts/projects.
- Data research and compiling data/information.
- Preparing clear and concise written letters, memos, reports, and presentations.
- Editing and proofreading critical reports.

Ability to:

- Prioritize and successfully complete multiple assignments on time.
- Maintain confidentiality.
- Become familiar with legal requirements for response to public records requests, and State of Washington Records Management Guidelines.
- Exercise tact, discretion, and sound judgment in addressing sensitive or confidential matters.

Education and Experience:

Education and experience listed under Administrative Assistant I; with the following additions:

- Five (5) years of advanced administrative support experience, including research, collection, and analysis of service and/or technical data.
- Experience with work-flow processes and proven ability to create, track, and close-out activities/contracts/projects.
- Experience in professional business writing skills including grammar, punctuation, and proofreading.
- Government sector experience preferred.

CERTIFICATIONS/LICENSES:

- A valid Washington State Driver's License.