



JOB DESCRIPTION

POSITION	Office Assistant	SAFETY SENSITIVE	No
SALARY RANGE	Range 7	ESTABLISHED DATE	03/15/00
FLSA STATUS	Non-Exempt	REVISION DATE(S)	07/03/22, 08/28/23
HOURS – FT/PT	Part – Time		

SUMMARY

Under close supervision, the General Office Assistant performs a variety of basic to intermediate duties related to office and clerical support, customer support, and accounting/finance tasks. The incumbent in this position frequently interacts with District employees and customers in a professional and courteous manner.

DISTINGUISHING CHARACTERISTICS

The General Office Assistant serves as the first backup to the Customer Support Specialist Series, limited to performing the necessary duties to fill in for an absent CSS or when directed by a supervisor to provide assistance under special circumstances. This position is characterized by the apprentice to intermediate level skills required to perform the principal duties of the position. This position is a part-time classification.

SUPERVISION RECEIVED/EXERCISED

This position receives close supervision from the department head, manager, or supervisor, as assigned. This position has no supervisory duties.

EXAMPLES OF DUTIES

*Job Descriptions are only intended to present a description summary of the range of duties and responsibilities associated with specified position. Therefore, job descriptions **may not** include all duties performed by individuals within the position. 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 class.*

Essential Functions:

- Provide routine administrative and office support in various departments based on workload and provide coverage during staff absences.
- Prepare memos, letters, reports, and perform data entry into various logs and spreadsheets.
- Pick-up, collect, distribute, and dispatch mail, and investigate reasons for returned mail.
- Assist in assembling information from a variety of sources; make routine arithmetic calculations; assist in maintaining data in spreadsheets and database formats; participates in data cleanup, verification, and maintenance.
- Run errands, complete special projects, other duties related to the classification as assigned.
- Tactfully and courteously work with the public and employees of the District.
- Regular onsite attendance is required.
- Ability to be flexible.

Essential Customer Support Functions:

- Provide back up to the Customer Support department with a variety of tasks including, but not limited to providing customer support, processing customer payments, creating receipts, establishing or closing accounts, answering a multi-line telephone system and routing calls when appropriate, and processing and tracking service orders.
- Answer various customer related questions including, but not limited to billing, policies, water services, and general District operations.

- Perform record keeping, including but not limited to deposit receipts, customer applications, registers and reports, and other various files.

Essential Accounting/Finance Functions:

- Assist with assembling, matching, data entry, mailing, scanning, and filing.
- Assist with processing payments and participate in collection program.
- Import, match and reconcile payments into accounting software.
- Assist with the delinquent account collection program including, but not limited to tracking and aging delinquent accounts, preparing notices of delinquencies, telephoning delinquent accounts, preparing status summaries, preparing and following up on liens, and tax roll collections.
- Issue or assist with issuing Purchase Orders (PO's), match receivers and PO's to invoices, including follow up.
- Assist with vendor management including ensuring vendor information is up to date including collection of new vendor forms, W9's, and insurance documents. Assists with ensuring insurance meets requirements and is up to date.

MINIMUM QUALIFICATIONS

The following are representative of the qualifications necessary to perform the essential duties of the position.

Experience: Any combination of education and experience which would likely provide the necessary knowledge, skills, and abilities may be qualifying.

One year of customer service, accounting, or office environment experience preferred.

Education and/or Training: A typical way to obtain the knowledge, skills, and abilities outlined is graduation from high school or equivalent.

Certificates, Licenses, Registration: None

Other: Must possess and maintain valid California Class C Driver's License.

PERFORMANCE EXPECTATIONS: KNOWLEDGE, SKILLS, AND ABILITIES

The following are representative examples of KSA's necessary to perform the essential duties of the position.

Knowledge:

- Proficient knowledge of computers and office equipment operation.
- Working knowledge of Microsoft Office Products such as Word, Excel, and Outlook.
- General knowledge of cash handling.

Skills:

- Possess strong organizational skills.
- Possess a strong aptitude for attention to detail.
- Possess strong verbal and written communication skills.
- Competent computer operation skills.
- Competent skills to work efficiently and productively when completing work tasks.

Abilities:

- Strong ability to operate a variety of office equipment such as computers, printers, fax machines, copiers, binders, shredders, phones, adding machines, physical files, etc.
- Ability to learn and perform a variety of office support assignments.
- Ability to type accurately at a minimum of 45 words per minute and proficient at 10-key by touch.
- Ability to spell correctly.
- Ability to read, understand, and carry-out written and verbal instructions.
- Ability to communicate effectively, verbally and in writing.
- Ability to read and understand basic accounting terminology.
- Ability to make mathematical calculations with speed and accuracy.
- Ability to maintain accurate records.

- Ability to learn governmental accounting software.
- Ability to maintain assigned cash drawer in an accurate and accountable manner.
- Ability to establish and maintain cooperative and respectful working relationships with those contacted in the course of work.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands: Subject to reasonable accommodation in accordance with the requirements of the Americans with Disabilities Act (ADA) and the California Fair Employment and Housing Act (FEHA), possess the ability to lift and/or carry objects (no greater than 40 lbs.) on an infrequent basis. Ability to bend, twist, turn, push, pull and reach routinely, as well as perform repetitive motion tasks on a regular basis. Ability to sit for extended time periods and use office equipment such as computer terminals, copiers, and fax machines on a regular basis. Requires normal range hearing and vision. Ability to stoop, kneel and crouch occasionally.

Work Environment:

- **Outside:** On an occasional basis standing, walking, climbing, may be required for moving or organizing office supplies.
- **Inside:** Duties of this position are predominantly conducted indoors, in an office setting or environment.
- **Fumes/Gases:** Duties of this position are predominantly conducted indoors, in an office setting or environment.
- **Noise/Vibration:** Noise levels expected of an office or indoor setting are expected.

Equipment Use: Standard office equipment such as computer hardware and peripherals, binding machines, copy machines, scanning machines, fax machines, and telephone.

Mental Demands: While performing the duties of this class, an employee is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; use math and mathematical reasoning; learn and apply new skills and information; perform highly detailed work on multiple, concurrent tasks; and interact with District customers, District managers, officials of other governmental agencies, community and professional groups, staff and other organizations.

Safety: Follows and enforces proper safety practices at all times.

Travel: Incumbent will be required to travel daily to conduct administrative errands such banking, postal service, etc. Seldomly, the incumbent in this position may be required to travel District sites; attend workshops meetings, and seminars.

Other: Position subject to varied working hours.

EMPLOYEE ACKNOWLEDGEMENT

I have read the above and understand that it is intended to describe the general content of and requirements for performing the job listed. It is not an exhaustive statement of duties, responsibilities or requirements.

I understand that this description does not preclude my Manager or Supervisor's authority to add or change duties or responsibilities and understand that the performance of other duties may be required from time to time to meet the needs of Joshua Basin Water District. I also understand this job description does not create an employment contract, implied or otherwise.

Print Employee Name

Employee's Signature

Date