



SPRINGFIELD UTILITY BOARD

Job Description

TITLE: Administrative Assistant – ESC

STATUS: Non-exempt / Non-union

REPORTS TO: Director of Electric Engineering and Operations **RANGE:** 10

POSITION SUMMARY: The Administrative Assistant at the Electric Service Center provides primary administrative support to the division Director and other ESC staff. Primary duties include producing correspondence, reports, documentation, maintaining databases, operating office equipment, scheduling appointments and coordinating events and training; providing customer service; supporting accounts receivable functions; purchasing/monitoring supplies and records management. This position works independently with minimal supervision. Performs other duties as assigned.

MAJOR RESPONSIBILITIES

Essential Functions

1. Supports and models behavior to promote the Mission and Core Values of SUB to staff and customers.
2. Develops and maintains professionalism and effective teamwork in the performance of job duties.
3. Maintains reliable and predictable attendance.
4. Acts as confidential administrative support to the division Director and other staff. This includes access to data or information of a sensitive or highly confidential nature.
5. Creates invoices for billing jobs such as car-hit poles and other damages to SUB property. Routes ACTION, damage and injury forms for appropriate signatures and time processing to HR.
6. Prepares reports, invoices, agreements, presentations, bids, contracts, work order as-builds, records easements, updates development/redevelopment files and employee on-call lists, plus other documents. Data comes from variety of sources including written and oral instructions.
7. Provides administrative support in the preparation of the annual budget, ten-year plan and other special projects as assigned.
8. Produces and maintains various databases.
9. Communicates with internal and external customers. Helps to identify opportunities to improve customer service.
10. Updates and maintains ESC records management program for the division's electronic and paper records and files. Keeps records and files purged according to schedule.

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11. Provides administrative support for the annual preparation, tracking and documentation of goals for the Productivity Incentive Program.
12. Processes the daily incoming/outgoing mail as needed.
13. Leads or serves as a representative at division committees as requested by supervisor.
14. Schedules appointments, coordinates events and makes travel and training arrangements.
15. Ensures office equipment is operating properly by completing preventive maintenance requirements, trouble shooting and calling for repairs. Assists in researching the purchase of new office equipment.
16. Purchases and monitors general office supplies; ensures adequate office supplies are available for staff.
17. Maintains petty cash account for ESC.
18. Supports accounts receivable functions and codes invoices for payment.
19. Runs miscellaneous errands as needed.
20. Provides front desk coverage as assigned.
21. Monitors and provides lunchroom organization and cleanup.
22. Maintains valid Oregon driver's license and good driving and safety record.

Marginal Functions

23. Provides assistance to other departments on as-needed.
24. Communicates custodial service needs to custodial staff and/or their supervisor.
25. In the Buyer's absence, creates purchase orders and backs-up other assigned Buyer functions.

Given the dynamic and challenging environment of the utility industry and our mission to provide exceptional service to our internal and external customers, additional duties and responsibilities, other than those listed in this job description, may be assigned (contingent on labor agreement provisions, if applicable). Your supervisor will communicate these changes either formally or informally, verbally, or in writing.

Attributes

SUB strives to promote a safe, positive and caring work environment. In addition to the above responsibilities, the following attributes are essential to be a successful employee at SUB:

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- Being committed to SUB's Mission and Core Values
- Complying with safety practices and policies
- Being professional, honest, courteous and respectful to others in your conduct
- Being responsive to suggestions to improve performance
- Being flexible to adapt to a changing work environment
- Performing as a productive team member
- Being accountable for your own performance, behaviors and contributions
- Taking the initiative to accomplish your responsibilities to the best of your ability

These qualities in our employees ensure that working at SUB is motivating, fun and enjoyable while performing a valuable service to our utility and community.

OTHERS SUPERVISED

- None

MINIMUM QUALIFICATIONS

Experience

- Minimum of three years recent administrative support experience, including providing support to all levels of management and staff

Knowledge, Skills & Abilities

- Excellent application of basic English in formatting, punctuation, grammar and spelling to produce letters, memos and other correspondence and internal communication
- Considerable knowledge of modern administrative and general office principles, practices and techniques
- Intermediate skill level of Microsoft Office applications including Word, Excel, Access, PowerPoint and Adobe Acrobat
- General knowledge of personal computers and software
- Knowledge of accounts receivable processes
- Minimum keyboarding at 50 wpm error-free
- Communicate effectively orally and in writing
- Proficiency in operating all general office equipment, including personal computers
- 10-key, multi-line telephones, fax machines, scanners and copiers
- Excellent organizational skills to manage electronic and paper records and files
- Required to perform multiple tasks with accuracy and minimal supervision
- Good analytical, judgment and decision making skills
- Interact with customers and employees in a pleasant, tactful and courteous manner in occasional stressful situations
- Accurately proofread correspondence and other materials
- Effectively manage work time to meet deadlines and complete assignments

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- Ability to work independently and/or with a team
- Ability to set work priorities, complete assignments and meet deadlines

Education:

- High school diploma or equivalent
- An Associate's degree in administrative office professional course of study, or equivalent training through progressive work experience and/or college coursework

PHYSICAL AND MENTAL REQUIREMENTS

- **ALERTNESS AND CONCENTRATION:** Maintains full alertness and concentration at all times.
- **ABILITY TO DEAL WITH STRESS:** Makes decisions calmly in stressful situations. Interacts well with co-workers in all divisions and departments. Able to coordinate many tasks at the same time, employing a variety of equipment at the same time.
- **VISION:**
 - Far visual acuity:** Sees adequately to drive a vehicle.
 - Near visual acuity:** Reads small print on maps, plans, labels, reports, numerous other written documents and computer screens.
 - Peripheral vision/depth perception:** Maintains full field of vision in all directions to assess proximity to construction hazards, holes, traffic, co-workers, movements of equipment, or objects falling from above.
 - Color vision:** Judges red, green and yellow traffic lights adequately to drive on highways.
- **HEARING:** Hears spoken conversation well in person, and while on the telephone, despite background noise from others in the room or other communication devices in use. Hears adequately to operate a two-way radio.
- **SPEECH:** Speaks loudly and clearly on the telephone and in person to be accurately understood at a distance of 10 feet. Speaks clearly communicating by two-way radio.
- **STANDING:** The worker stands on the job very short periods of time.
- **SITTING:** Worker sits on a variety of office chairs and furniture 4-8 hours daily.
- **WORKER MOBILITY:** Can change position frequently, in and out of office furniture, which requires full body bending and/or twisting. Must be able to operate manual transmission.
- **WALKING:** Walks around office site(s) at times. Total walking per shift is 0-15 percent. Walking occurs on rugs, hard floors, and some outside walking on asphalt and gravel.

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- **LIFTING/CARRYING:** 0-5 lbs. - often; 11-20 lbs. - occasionally.
- **PUSHING/PULLING:** Pushing/pulling filing drawer cabinets and other office furniture.
- **REACHING/HANDLING:** Writes and types information, draws diagrams, uses 10-key, does data entry, uses computer, opens envelopes, uses telephone, radio, etc.
- **TWISTING:** Some twisting is required when lifting items or handing items to fellow workers.
- **CLIMBING:** Climbs stairs at various site(s) for business and breaks.
- **CRAWLING:** Not usually required.
- **ENVIRONMENTAL FACTORS:** Minimal exposure to natural environment.
- **PRODUCTS AND MATERIALS:** Paper goods, glue, copier and printer chemicals and ink.
- **MACHINES/TOOLS/EQUIPMENT:** Uses 10-key, computer, typewriter, copier, phone, two-way radios and other office equipment.

Revised: December 14, 2017