



SPRINGFIELD UTILITY BOARD

Job Description

TITLE: Administrative Assistant – WSC

STATUS: Non-exempt / Non-union

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

POSITION SUMMARY: The Administrative Assistant at the Water Service Center provides primary administrative support to the Director, Safety and Environmental Manager, engineering and operations 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 and in cooperation with the Water Distribution and Water Engineering CSRs. 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, Safety and Environmental Manager and other staff. This includes access to data or information of a sensitive or highly confidential nature.
5. Produces letters and other reports by drafting, formatting, inputting, editing, copying, emailing and transmitting text, data and graphics.
6. Provides administrative support in the preparation of the annual budget, ten-year plan, vehicle replacement/maintenance plan, updating and revising safety programs/procedures and presentations, or other special projects as assigned.
7. Schedules appointments, coordinates events and makes travel and training arrangements.
8. Communicates with internal and external customers. Helps to identify opportunities to improve customer service.
9. Maintains and coordinates updates to Operations Manuals and Standards Manuals.
10. Updates and maintains WSC 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. Assists or independently prepares various reports and documents for internal or external use.
12. Supports accounts receivable functions and codes invoices for payment.
13. Provides administrative support for the annual preparation, tracking and documentation of goals for the Productivity Incentive Program.
14. Purchases and monitors general office supplies; ensures adequate office supplies are available for staff.
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. Maintains petty cash account for WSC.
17. Maintains valid Oregon driver's license and good driving and safety record.

Marginal Functions

18. Communicates custodial service needs to custodial staff and/or their supervisor.

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 qualifications, the following attributes are essential to be a successful employee at SUB:

- 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

- Expertise in the application of basic English in formatting, punctuation, grammar and spelling to produce letters, memos and other correspondence and internal communication
- Intermediate knowledge of modern administrative and general office principles, practices and techniques
- Understanding of accounts receivable processes
- Intermediate knowledge of Microsoft Office applications including Word, Excel, Access, PowerPoint and Adobe Acrobat software
- Minimum keyboarding at 50 wpm error-free
- Communicate effectively orally and in writing
- Proficiency in the operation of all general office equipment, including personal computers 10-key, multi-line telephones, fax machines, scanners and copiers
- Organizational skills to manage electronic and paper records and files
- Multi-task projects 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
- Ability to work independently and/or with a team
- Ability to set work priorities, complete assignments and meet goals in timely manner

Education

- High school diploma or equivalent
- 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. 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 7-8 hours daily.
- **WORKER MOBILITY:** Can change positions 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.
- **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, uses computer, uses 10-key, does data entry, 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.

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- **ENVIRONMENTAL FACTORS:** Minimal exposure to natural environment.
- **PRODUCTS AND MATERIALS:** Paper goods, glue, copier and printer chemicals and ink.
- **MACHINES/TOOLS/EQUIPMENT:** Uses Computer, 10-key, copier, phone, scanner, two-way radios, and other office equipment.

Revised: June 1, 2016