

POLICY 2550: Office Administrator

2550.10 DEFINITION

The Office Administrator at SASD performs high level office administration tasks and provides administrative support to the District's Manager, Staff, and the Board of Directors.

2550.20 SUPERVISION RECEIVED AND EXERCISED

The District's Office Administrator reports to the Manager. The top-step Office Administrator is a leadership position; as such, the incumbent is expected to lead by example and exhibit people skills necessary in leading others to accomplish District goals.

2550.30 OFFICE ADMINISTRATOR RESPONSIBILITIES

The Office Administrator is responsible for developing and implementing procedures that produce an effective and efficient office environment for the Staff, Customers, and Board of Directors. Excellent written and oral communication skills are required. This position is responsible to use the Microsoft Office Suite to produce high quality documents, spreadsheets, and presentations. The Office Administrator is responsible for scheduling meetings and managing the District calendar through use of Microsoft Outlook and Cloud-Based programs.

Administering the District's comprehensive documentation system is a critical responsibility. This includes both electronic and paper copies for administration, personnel, finance, regulatory compliance, SRF/USDA funded capital projects, and SASD led capital improvement program.

This position is responsible for implementing Financial Best Practices. Specifically, the revenue program, fees/sewer rates, county revenue, payroll administration, banking administration, and budget preparation/tracking/amendments..

This position is responsible for implementing Administrative Best Practices. Specifically, compiling monthly Packets for Board Meetings, preparing Resolutions/Board Orders, implementing the Office Routine, administering Employee Benefits, onboarding of New Employees and New Customers, and processing various Insurances related to Property/Liability/Workers Comp.

2550.40 EXAMPLES OF DUTIES (Illustrative Only)

- All duties assigned to Office Assistants
- Provide training to Office Assistant and Clerk on all aspects of the administration
- Establish district-wide staffing schedules and post regular updates
- Implement Payroll each two weeks using Patriot Software, and produce reports
- Post safety training schedule and track completion status of all employees
- Compile Board Packets and distribute as required
- Ensure adequate inventories of all office supplies
- Assist Manager in preparation of District budget and produce monthly tracking reports
- Prepare for and coordinate with District's Accountant for yearly Audit
- Maintain vendor relationships for accounting, audits, computers, and software support
- Investigate and resolve customer complaints related to administration and/or finance

- Prepare annual commercial customer rates
- Support the Source Control Program and communicate with customers
- Ensure website information is kept current
- Administer disbursement request with SRF/USDA/FEMA/CalOES for capital projects
- Implement loan repayments for SRF/USDA in accordance with their requirements
- Coordinate public outreach efforts and coordinate tours
- Develop public relations material for handouts and for mailers to community
- Performs other duties as assigned

2550.50 Knowledge of:

- Principles, practices, tools, equipment, and supplies required for the efficient and effective administration of the District Office.
- English proficiency for proper memos, formal letters, and emails that represent the District in the best light. Spelling, grammar, and punctuation proficiency are a requirement.
- The Financial and Administrative Practices of the District
- The SASD File System and Methodology
- Microsoft Office applications, with emphasis on MSWord for memos, outlines, and creating templates suitable for sharing with District staff; with emphasis on MS Excel for reports/graphs and pivot tables and pivot charts and interactive dashboards; with emphasis on MS PowerPoint for creating dynamic presentations
- Microsoft Outlook expertise for scheduling, maintaining District contacts, task management, and email communication
- Cloud-based applications for effective file sharing and to support remote access of common files
- Website editing software (WordPress)
- QuickBooks Pro for customer management and for report generation
- Applicable laws, codes, and regulations
- Google Earth, Cloud-Based Sharing, Dropbox, Parcel Quest, and GIS Mapping software
- Establishing and maintaining effective working relationships with Manager, other Administrative Staff, Operators, Consultants/Vendors, and Custos

2550.60 Education and Experience:

Any combination of training and experience that provides the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

- High School Diploma or GED
- AA Degree is highly desired
- For placement at the higher end of the scale, five (5) years of progressively responsible experience in a comparable setting along with education coursework. Related experience with US Military Installations will also be considered for placement towards the entry level end of the scale, education may be substituted for experience
- Certification and/or coursework to produce proficiency in Microsoft Office (Word, Excel, PowerPoint), Postal technology, and QuickBooks
- Proficiency in scheduling through MS Outlook and ability to coordinate schedule of Manager and Consultants
- Certification and/or coursework for Computer Applications
- Experience dealing discreetly with confidential/sensitive information

2550.70 Licenses and Certifications:

Must possess and maintain a valid California Class C driver's license

2550.80 Physical Requirements:

While performing the duties of this job, the employee is regularly required to sit at a desk and in meetings for long periods of time, on a continuous basis; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation with fingers; reach with hands and arms; use a telephone and other electronic communication devices; stand for long periods of times; communicate clearly with customers, peers, consultants, and others orally and in writing; use standard office equipment such as computers and copiers; write with pen and pencil; type with a keyboard; bend, squat, stoop, crouch, climb, kneel and twist while checking equipment; occasionally climb stairs, stoop, kneel, crouch, or walk and/or stand on slippery surfaces; occasionally lift and/or move up to 25 pounds; hearing and vision within normal ranges with or without correction. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

A physical examination by the District's contract physician is required prior to employment.

2550.90 Work Environment:

Work is conducted in a typical office setting. While performing the duties of this job, the working conditions are those of a typical office environment, with temperatures occasionally too warm or too cold, moderate noise levels and under lighting conditions typical of an office. Travel may be necessary on an occasional basis via District vehicle (or you may request to use personal vehicle) for District related duties and activities.

2550.100 Additional Requirements:

- Eligible to work in the United States.