

**RANCHO CALIFORNIA WATER DISTRICT
POSITION DESCRIPTION**

DATE: July 1, 2017

POSITION TITLE: **ADMINISTRATIVE SERVICES SUPERVISOR**

GRADE LEVEL: G

SUPERVISOR TITLE: Assistant General Manager

FLSA Status: Exempt Non-Exempt

BARGAINING UNIT: RCWDEA RCWD MPCEA









DEFINITION

Under direction, to supervise and participate in a variety of administrative services including records management, mail distribution, and telephone administration. Assist with District Secretary duties as required/needed, including Board Administration.

CLASS CHARACTERISTICS

This is a full first line supervisory classification with responsibility for organizing and assigning duties, evaluating results, conducting performance appraisals and recommending personnel actions such as hiring, promotion, discipline and termination. Duties may include performing the most difficult and complex tasks assigned to the work unit. Positions at this level typically report to an assigned department head. This job classification is represented by the Rancho California Water District Employees Association (RCWDEA) bargaining unit.

EXAMPLE OF DUTIES (Duties may include, but are not limited to, the following):

-  Supervise and participate in a wide range of administrative services and activities; establish work methods and procedures; assign duties and evaluate results
-  Conduct formal performance appraisals; participate in a variety of personnel actions including hiring, counseling, training, promotion, discipline and termination
-  Recommend, implement and ensure compliance with operational policies and procedures
-  Develop and monitor the assigned budget; recommend expenditures for equipment, materials and staffing
-  Provide staff assistance to higher level management staff; investigate and prepare recommendations related to operational and administrative issues
-  Respond to and resolve difficult and complex citizen inquiries and complaints.
-  Supervise Mail Room Operations
-  Assist Assistant General Manager in evaluating District's administrative requirements

- ✍ Supervise records management program; determine retention schedules; oversee archives; schedule microfilming, scanning of electronic records, and destruction of documents and maintain supporting documentation
- ✍ Supervise document input to, and records maintenance, on electronic storage system
- ✍ Assistant to the Custodian of District Records
- ✍ Maintain and oversee District library
- ✍ Plan and organize various district related functions (i.e. luncheons) and Annual Awards Banquet
- ✍ Administer Beneficial Suggestion Program
- ✍ Respond to all telephone system administration duties and inquiries to include; make software changes, order hardware, make repairs and/or schedule service
- ✍ Perform related duties as assigned
- ✍ Administration of District liability claims process
- ✍ Proofread Board and Committee packages and minutes, and various letters and reports

QUALIFICATIONS

Knowledge of:

- ✍ Telephone system administration
- ✍ Mail processing
- ✍ Records management principles
- ✍ Basic principles and practices of employee supervision including training and performance evaluation
- ✍ Practices and techniques of sound safety management
- ✍ Applicable laws, codes and regulations

Ability to:

- ✍ Supervise and participate in a full range of administrative activities
- ✍ Select, supervise, train and evaluate assigned staff
- ✍ Operate Personal Computer; including word processing and graphics
- ✍ Program and operate the electronic management system
- ✍ Interpret and apply laws, codes, regulations, policies and procedures
- ✍ Comply with and enforce the District's Safety, Health and Environmental policies
- ✍ Gain cooperation through discussion and persuasion

SELECTION GUIDELINES

The appropriate knowledge, skills, and abilities can be achieved through a variety of combinations of experience and training. A typical example is:

Experience: Two (2) to three (3) years of journey-level experience in records management and administrative services with at least two (2) years of supervisory experience/capacity or equivalent (i.e., supervisory training, and/or supervising a project or team)..

Training: Equivalent to an associate of arts degree with major course work in Business Administration.

Licenses and Certificates:

- ✎ California Class C Driver's License, required

PHYSICAL REQUIREMENTS/WORKING CONDITIONS

The essential functions of this position will require the employee to perform the following physical activities:

- ✎ Communicates verbally with District management, co-workers and the public in face-to-face, one-to-one and group settings
- ✎ Regularly uses a telephone for communication
- ✎ Uses office equipment such as a personal computer, copier and fax machine
- ✎ Sits for extended time periods
- ✎ Hearing and vision within normal ranges
- ✎ Carry, push, reach and lift up to 20 lbs. routinely
- ✎ Reach at above shoulder heights (5%), at shoulder height (5%), below shoulder height (90%)
- ✎ Occasionally stoop, kneel or crouch
- ✎ Sufficient manual dexterity to operate equipment

_____	_____
Employee Signature	Date
_____	_____
Supervisor/Manager Signature	Date