

**RANCHO CALIFORNIA WATER DISTRICT  
JOB DESCRIPTION**

**DATE:** July 1, 2020

**POSITION TITLE:** **OFFICE ASSISTANT I/II - ENGINEERING**

**GRADE LEVEL:** E3 / E9

**SUPERVISOR TITLE:** Senior Administrative Assistant - Engineering

**FLSA Status:**  Exempt  Non-Exempt

**BARGAINING UNIT:**  RCWDEA  RCWD MPCEA

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**DEFINITION**

Under immediate progressing to general supervision, to perform a variety of routine clerical duties to provide departmental support.

**CLASS CHARACTERISTICS**


**Office Assistant I**

















This is an entry-level position. Positions assigned to this level perform limited or routine clerical duties under close supervision. Because employees in classifications at this level may be in a training capacity, such position does not require significant previous work experience in the applicable field. This job classification is represented by the Rancho California Water District Employees Association (RCWDEA) bargaining unit.

**Office Assistant II**

This is the journey level position in the Office Assistant class series. Positions assigned to this level perform a full range of clerical duties under general supervision. Because employees in classifications at this level are expected to be fully trained and competent, such position typically requires significant previous work experience in the appropriate field. 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):







-  Process telephone calls, taking messages when necessary, securing proper names, telephone numbers, and extensions; provide answers to or direct calls to someone one who can respond to general questions from the public. Greet and direct visitors

- to appropriate person/department; and screen department calls.
-  Process incoming mail and faxes and log if necessary. Pick up and deliver department mail throughout the day
-  Process reproduction of District documents
-  Provide clerical support and word processing assistance to the Engineering, Operations, and Field Services departments and District
-  Answer customer inquiries on service problems and other general water/sewer service information
-  Dispatching of customer service calls to proper field services department employees via two-way radio, computer, or wireless communication device
-  Assist with notification of emergency water system shutdowns by posting on District website, as needed
-  Provide assistance to the Senior Administrative Assistant for the preparation/completion of the monthly Engineering and Operations Committee meeting package, as needed
-  Research actions by Engineering and Operations Committee
-  Perform general records management duties including creating and maintaining files, central filing, archives, library, etc. and maintenance of daily correspondence log
-  Schedule use of meeting rooms
-  Post departmental notices, agendas, etc.
-  Check in and file mylars; file blueprints; run/copy blueprints on request.
-  Process contract specification documents for project managers to include word processing, formatting, editing, and special outside vendor reproduction orders as needed.
-  Stock/order office and engineering supplies
-  Create monthly Engineering Department calendar
-  Perform related duties or special projects as assigned




## **QUALIFICATIONS**


### **Office Assistant I**

#### **Knowledge of:**

-  Basic office procedures
-  General filing techniques
-  Standard telephone techniques
-  Two-way radio
-  Word processing - Microsoft Word preferred
-  Proper work safety standards

#### **Ability to:**

-  Operate standard office equipment. (Typewriter/Black/White/Color Copiers/Fax)
-  Type up to 50 WPM
-  Present professional image and communicate effectively with others, including the

- public
-  Comply with the District's Safety, Health and Environmental policies

### **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:** Six (6) to twelve (12) months of clerical experience.

**Training:** Any combination of formal or informal training and education that provides the ability to read and write at a level required of assigned duties.

#### **Licenses and Certificates:**

-  California Class C Driver's License, required



*In addition to the qualifications for an **Office Assistant I**:*

#### **Office Assistant II**

#### **Knowledge of:**

-  Advanced word processing and graphics software

#### **Ability to:**

-  Operate Personal Computer
-  Type up to 60 - 70 WPM

### **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) years of general clerical experience or two (2) years as an Office Assistant I.








**Training:** Equivalent to the completion of the twelfth grade supplemented by specialized clerical training.

#### **Licenses and Certificates:**



-  California Class C Driver's License, required

**PHYSICAL REQUIREMENTS/WORKING CONDITIONS**

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

-  Communicates verbally with District management, co-workers and the public face-to-face, one-on-one, and group settings
-  Regularly uses a telephone for communication
-  Uses office equipment such as a Personal Computer, black/white/color copiers, and FAX machine
-  Hearing and vision within normal ranges
-  Extended standing, walking, sitting, reaching, stooping, climbing, and bending
-  Lifting (up to 50 lbs.) of mail and/or other materials
-  Travels by automobile in conducting District business

The essential functions of this position will require the employee to be exposed to the following working conditions:

-  Inclement weather
-  Traffic hazards

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