

**RANCHO CALIFORNIA WATER DISTRICT  
POSITION DESCRIPTION**

**DATE:** July 1, 2022

**POSITION TITLE:** **ADMINISTRATIVE SERVICES SUPERVISOR**

**GRADE LEVEL:** E33

**SUPERVISOR TITLE:** Customer and Support Services Manager

**FLSA Status:**  Exempt  Non-Exempt

**BARGAINING UNIT:**  RCWDEA  RCWD MPCEA

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**DEFINITION**

Under direction, to supervise and participate in a variety of administrative services including records management, mail distribution, and meeting room set-ups. 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, events, 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 Director of Administration in evaluating District's administrative requirements
- ✎ Supervise records management program; determine retention schedules; oversee archives; scanning of electronic records, and destruction of documents and maintain supporting documentation
- ✎ Supervise document input to, and records maintenance, on electronic document management system
- ✎ Custodian of District records, responding and complying with public records Requests and subpoena requests
- ✎ Maintain and oversee District library
- ✎ Plan and organize various district related functions (i.e. luncheons) and annual awards banquet
- ✎ Administer beneficial suggestion program and super star program
- ✎ Manage District meeting room calendars
- ✎ Supervise and schedule the set-ups for District related meetings
- ✎ Schedule and monitor community room reservations for outside water-related agencies and non-profit groups
- ✎ Process and monitor memberships, subscriptions, and dues for district and staff
- ✎ Prepare and send out announcement for all Employee meetings and plan for drawing and activities at meeting
- ✎ Maintain employee telephone extension spreadsheet along with DID lists
- ✎ Proofread board and committee packages and minutes, and various letters and reports
- ✎ Perform related duties as assigned
- ✎ Administration of District liability claims process (Deputy District Secretary appointed duty)
- ✎ Act in the capacity and be authorized to sign official documents in absence of District Secretary (Deputy District Secretary appointed duty)

## **QUALIFICATIONS**

### **Knowledge of:**

- ✎ 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, power point and publisher
- ✎ Program and operate the electronic document 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:

- ✎ Frequently use office equipment such as a computer, copier and FAX machine
- ✎ Must be able to carry, push, pull, reach and lift materials and objects up to 25 lbs.
- ✎ Extended standing, walking, sitting, reaching, stooping, and bending
- ✎ Communicates verbally with District management, co-workers, and the public in face-to-face, one-on-one, and group meetings
- ✎ Regularly uses a telephone or radio for communication
- ✎ Ability to speak and hear both in person, by telephone, and radio
- ✎ Vision within normal ranges with or without correction

-  Regular attendance
-  Work in a temperature controlled office environment with moderate noise.
-  Occasional travel by automobile conducting District business

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