
Callayomi County Water District

POLICY HANDBOOK

POLICY TITLE: Job Description – Administrative Secretary

POLICY NUMBER: 2360

2360.1 Under supervision of the General Manager: acts as Secretary to the Board of Directors, District Accountant, District Treasurer and District Clerk, all subject to annual appointment by the Board.

General Definition

Under general supervision to plan, organize, supervise, and perform a variety of office and administrative support work for a County water district; to assist with the preparation and administration of a water department budget; to prepare documents and financial reports for monthly and special board meetings as needed; to develop and direct the maintenance of financial, statistical, and related administrative records; to produce and monitor monthly billing records; to provide customer interface; and to do related work as required.

Reports To

This at-will position is supervised and directed by the General Manager of the Callayomi County Water District.

Essential Duties & Responsibilities:

- Performs secretarial duties including typing correspondence, reports and Board minutes. Prepares and posts monthly meeting Agendas, Resolutions, and Policy updates and revisions. Attends all Board meetings, takes notes of the meeting in order to document written minutes in a timely manner. Provides a verbal/written monthly financial report to the General Manager prior to the regular monthly board meetings, and provides accurate financial reports and any other pertinent information to the General Manager and/or the Board as requested.
- Receives all calls and correspondence and takes action as needed within scope of job; refers matters to General Manager when the situation falls outside the scope of general office and procedure management. Interacts daily with customers and fields and screens all questions, requests and complaints.
- Manages the District-specific RVS utility billing software; interacts with customers regarding their billing requests/complaints/questions and/or service needs. Prepares service orders for field operator to complete as necessary.

- Maintains account files for all customers. Tracks receipt of Will-Serve requirements relating to contractor projects.
- Receives payments from customers, generates receipts as needed, inputs payments into accounting system, and makes bank deposits. Identifies accounts to be assessed late fees, and/or lock-off notices/warnings.
- Manages Accounts payable and accounts receivable. Writes checks for bills in a timely, coordinates signatures from Board Members, and facilitates bank transfers and deposits between the County of Lake and the District's Bank.
- Manages Petty Cash and office supplies; monitors service contracts on office equipment.
- Maintains budget information; assists GM and Board with budget preparation; and tracks financial information for the District.
- Monitors the District calendar for deadlines (budget, personnel and salary reviews, Board Member term expiration, check processing), taxes, special fees, backflow testing, Consumer Confidence Reports, etc.
- Manages payroll processing on QuickBooks which includes filing of tax forms, unemployment insurance and other government forms.
- Performs additional tasks and projects as assigned by the GM or the Board.

Typical Physical Requirements

- Sit for extended periods
- Frequently stand and walk
- Normal manual dexterity and eye-hand coordination
- Lift and move objects weighing up to 25 lbs.
- Corrected hearing and vision to normal range
- Verbal communication
- Use of office equipment, including computer, telephone, calculator, copiers, and FAX

Typical Working Conditions

- Work is performed in an office environment
- Continuous contact with other staff and the public, and occasional contact with non-English speaking customers
- Work may involve some stressful situations and may include exposure to erratic behavior

Skills and Qualifications

- Administrative writing and reporting skills
- Good inter-personal communication skills
- Working knowledge of Microsoft Office, Excel and Word programs and generally comfortable with computer functions
- Working grasp of Generally Accepted Accounting Principles (GAAP) and procedures
- Proficient in QuickBooks

- High level of organization skills
- Inventory control
- Bi-lingual a plus

Professional Behaviors:

- Responsive when given directions and instructions
- Self-starter and project-oriented
- Good Inter-personal communication skills; welcomes being a team player; cooperative attitude in office interactions; professional and friendly attitude with customers, staff and Board members
- Willing to pursue Continuing Education to enhance job skills; takes advantage of offered skills training when possible
- Demonstrates good time management skills
- Presents self with a professional appearance

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