

San Benito County Water District

BOARD CLERK/OFFICE SPECIALIST III

Class specifications are intended to present a descriptive list of the range of duties performed by employees in this class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

The Board Clerk/Office Specialist III serves as secretary to the General Manager and the Board of Directors, relieving them of a variety of administrative details; performs difficult and complex office support work; prepares and distributes the Board agenda; and maintains official records of Board proceedings and actions as well as performing a variety of clerical duties in support of an assigned District function; receives and respond to inside and outside calls and answer questions in a timely and efficient manner; to perform a variety of records maintenance, storage and retrieval functions; and to perform a variety of administrative support tasks, to and including research through the internet, relative to assigned area of responsibility.

Essential Functions

Essential responsibilities and duties may include, but are not limited to, the following:

BOARD CLERK:

- Gathers and organizes a variety of information and materials for the General Manager and District Board of Directors.
 - Compiles material and other information, preparing and distributing the Board agenda under the direction of the General Manager.
 - Attends Board meetings, develops and maintains minutes, distributes resolutions and actions, as necessary.
 - Maintains official records of Board proceedings and actions under the direction of the officially designated, "District Secretary".
 - Prepares a variety of correspondences, memoranda, and other items as delegated by the General Manager and Board Members.
 - Makes appointments and maintains appointment calendars for the General Manager and Board members.
 - Answers the telephone and receives office visitors, providing a variety of information regarding District policies, programs, and functions.
 - Reviews letters, reports, records, and other items for accuracy, completeness, and compliance with established standards.
 - Updates and maintains expenditure information.
 - Establish and maintain cooperative working relationships with co-workers, outside agencies, and the public.
 - Regular attendance and adherence to prescribed work schedule to conduct job responsibilities.
-

San Benito County Water District

OFFICE SPECIALIST III:

In addition to the essential responsibilities and duties for Office Specialist I and II:

- ❖ Assume responsibility for assigned administrative functions to ensure the smooth operations of the District.
- ❖ Respond to questions, inquiries or complaints from the public or outside agencies regarding various District operations including customer accounts and District construction projects.
- ❖ Provide assistance in the development, administration and implementation of the District's budget.
- ❖ Type various correspondence, form and specialized documents from drafts, notes, dictated tapes or brief instructions.
- ❖ Word process draft and final copies of correspondence, charts, contracts, reports, forms, memoranda, minutes, tables, manuals, graphics and other printed materials utilizing various word processing techniques.
- ❖ Oversee the storage, maintenance and retrieval of a wide variety of active and inactive District records, information and files; create and maintain the classification and indexing system for active and inactive records; ensure records are destroyed according to established retention schedules.
- ❖ Train assigned employees in their areas of work including office administrative support techniques, mail sorting and distributing and word processing methods and procedures.

DISTINGUISHING CHARACTERISTICS FOR OFFICE SPECIALIST III

This is an advanced journey level class in the Office Specialist series. Employees at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Employees perform the most difficult and responsible types of duties assigned to classes within this series including providing significant secretarial and administrative support to an assigned Supervisor. Positions at this level may provide lead supervision and training over lower level support staff. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility. Office Specialist III exercises technical and functional supervision over lower level staff including Office Specialist I and Office Specialist II.

Typical Physical Activities

- Work at a desk for an extended period of time.
 - Work in an office environment, lift and move objects up to 15 pounds such as large binders, books, and small office equipment.
 - Sufficient finger/hand coordination and dexterity to operate and adjust office equipment.
 - Regularly uses a telephone for communication.
 - Use office equipment such as computers, copiers, and FAX machines.
 - Sits for extended time periods.
 - Hearing and vision within normal ranges with or without correction.
-

San Benito County Water District

Environmental Factors

1. Exposure to the sun: 10% or less work time spent outside a building and exposed to the sun.
2. Irregular or extended work hours: Occasionally required to change working hours or work overtime.

EMPLOYMENT STANDARDS

Knowledge of:

- ❖ English usage, spelling, grammar and punctuation
- ❖ Basic mathematical principles
- ❖ Modern office procedures, methods and equipment including computers
- ❖ Methods and techniques of receiving, sorting and distributing mail
- ❖ Principles of business letter writing and basic report preparation
- ❖ Pertinent Federal, State and local laws, codes and regulations
- ❖ Advanced principles and procedures of record keeping, maintenance, retention and retrieval
- ❖ Operations, procedures, policies, and precedents of the District.
- ❖ Office management principles, operations, and procedures.
- ❖ Development and maintenance of filing and recordkeeping systems.
- ❖ Agenda preparation and distribution requirements for the District Board.
- ❖ Notification and publication requirements for Board actions, ordinances, and resolutions.
- ❖ Fiscal recordkeeping.
- ❖ Computer systems and software applications related to District executive management support and administrative functions, including word-processing and spreadsheet software, as appropriate.

Ability to:

- ❖ Perform a variety of general clerical work
 - ❖ Independently prepare correspondence
 - ❖ Learn methods and techniques of receiving, sorting and distributing mail
 - ❖ Store, maintain and retrieve a wide variety of active and inactive District records, information and files
 - ❖ Ensure adherence to established records retention guidelines
 - ❖ Deal tactfully with the public in potentially hostile situations in a customer service environment
 - ❖ Read, interpret and apply rules, policies and procedures
 - ❖ Operate standard office equipment
 - ❖ Understand and follow oral and written instructions
 - ❖ Communicate clearly and concisely, both orally and in writing
 - ❖ Establish and maintain effective working relationships with those contacted in the course of work
 - ❖ Learn quickly the policies and procedures related to the work
-

San Benito County Water District

- ❖ Use initiative and sound independent judgment within established guidelines
- ❖ Organize work, set priorities, meet critical deadlines and follow-up assignments with minimum of direction
- ❖ Perform a variety of complex and responsible administrative support work for the General Manager and the Board of Directors.
- ❖ Prepare agenda, minutes, and records for the Board of Directors.
- ❖ Provide work coordination for other District office support staff.
- ❖ Perform a variety of office management functions.
- ❖ Perform research and prepare documents and reports.
- ❖ Maintain, update, and insure the accuracy of fiscal records and data.
- ❖ Type at a rate of 50 words per minute from clear, legible copy.
- ❖ Take and transcribe notes and minutes of meetings at a sufficient rate to meet job demands.
- ❖ Use computers and applicable software in the performance of office and administrative support assignments.
- ❖ Effectively represent the District, including its programs and policies, with the public and other agencies.

Experience and Training Guidelines:

Any combination of education and experience that has led to the acquisition of the knowledge, skills and the abilities as indicated below. Typical ways of acquiring the knowledge, skills and abilities are:

Experience

Four (4) years of increasingly responsible clerical, secretarial or administrative support equivalent to Office Specialist II.

Training

High School education supplemented by specialized office or administrative support training.

SPECIAL REQUIREMENTS

- ❖ Possession of a valid California Driver's License, Class C, as issued by the State of California Department of Motor Vehicles; and a driving record acceptable to the District's auto insurance provider.
- ❖ Obtain and maintain defensive drivers training certification (training provided by the District)
- ❖ Obtain and maintain CPR and First Aid training certification (training provided by the District)