

OFFICE MANAGER / CLERK OF THE BOARD

DEFINITION:

Under general direction of the Board of Directors, maintain a variety of records, reports, calendars, and other information related to Board matters; supervise others involved in providing support activities of the Board of Directors; and to perform other related work as required.

Under general supervision of the General Manager incumbents are responsible for managing the day-to-day operation of the district office; provides direct supervision to the Billing Specialist/Deputy Clerk of the Board and District Secretary; acts as Clerk to the Board of Directors; and performs other duties as assigned.

Reporting directly to the General Manager, the Office Manager serves as secretary to the General Manager; attends to administrative detail on matters assigned by the General Manager; composes correspondence on own initiative on matters not requiring personal attention of the General Manager; writes reports and letters; performs the duties of the Billing Specialist and District Secretary in their absence.

DISTINGUISHING CHARACTERISTICS:

This is a highly specialized, single-position Office Manager/Clerk of the Board position. Incumbents have responsibility for the fiscal management, payroll, building and equipment maintenance, and inventory control. Responsibilities also include overseeing, supervising and performing a variety of administrative and staff management functions. Successful performance of responsibilities requires detailed and specialized knowledge of the operations and policies of the District.

This position is distinguished from other positions in that the incumbent also reports directly to the General Manager.

REPORTS TO:

Receives general supervision from the General Manager.

CLASSIFICATIONS SUPERVISED:

Billing Specialist/Deputy Clerk of the Board, District Secretary, support staff as assigned.

EXAMPLES OF IMPORTANT AND ESSENTIAL JOB DUTIES: (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can

perform the essential functions of the job.

- Performs a variety of basic office administrative duties to support departmental operations, including word processing, data entry and organization, telephone and counter reception, record-keeping, preparing records, filing, and maintaining office and related supplies.
- Maintains accurate and detailed records, verifies accuracy of information, researches discrepancies, and records information.
- Prepares, copies, collates, and distributes a variety of documents; ensures proper filing of copies in departmental or central files.
- Prepares, copies, collates, and distributes a variety of documents in support of the District Board of Directors.
- Prepares agendas and attends meetings of the District Board of Directors; prepares drafts of agenda items requiring action by the District Board of Directors;
- Accurately and efficiently record, transcribe and edit Board material and minutes.
- Screens calls, visitors, and incoming mail; assists public at front counter and directs public to appropriate locations and/or staff; responds to complaints and requests for information; assists in applying department policies and procedures in response to inquiries and complaints from the public.
- Types, formats and proofreads a variety of routine reports, letters, documents, flyers, brochures, and memoranda; checks drafts for punctuation, spelling, and grammar; suggests corrections.
- Receives, opens, time stamps, sorts, and distributes incoming and interdepartmental mail; prepares and distributes outgoing mail.
- Distribute service work orders.
- Receive and post payments; prepares billing statements; processes receivables and payables; performs general ledger tasks.
- Performs payroll duties.
- Compiles information and data for reports and submits to requestor; assembles reports, manuals, articles, announcements, and other informational materials;
- Maintains and updates departmental record systems; retrieves information from computer systems and databases as required.
- Gathers, assembles, updates, and distributes a variety of department of District specific information, forms, records, and data as requested.
- Receives, and posts payments; prepares billing statements; processes receivables and payables; performs general ledger tasks; performs additional accounting tasks.
- Receive and process District utility billing; depositing, withdrawing, transferring, and investing District funds; maintaining efficient fiscal practices to maximize non-operational earnings; maintain cash-flow for needed liquidity.
- Monitors office and other related supplies, assists in preparing processing, and tracking purchase requisitions for services and materials.
- Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized and timely manner.
- Performs other duties as assigned.

DESIREABLE QUALIFICATIONS.

Knowledge of:

- Organization of District and the general mission of each department.
- Format and legal requirements involved in preparing resolutions and ordinances.
- Proper preparation of a variety of legal documents.
- The functions and operating procedures of the District Board of Directors.
- Advanced understanding of departmental practices and procedures and applicable District policies.
- Advanced principles and practices of data collection and report generation/assembly.
- Advanced understanding of modern office practices, methods, and computer equipment and applications, including word processing, database, accountings, social media communication, internet searches, specialized accounting software and spreadsheet applications.
- Compliance and Quality Assurance standards and Federal/State requirement;
- Laws and regulations regarding administering District service contracts and programs.
- Federal, State and County laws, regulations, codes and policies affecting District management, privacy, storage, and fire/emergency response;
- Methods and techniques of entering data into multiple systems.
- Advanced principles of business letter writing.
- Advanced principles of record-keeping.
- Complex fiscal operations of the District.
- Principles of supervision and training.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

- Plan, organize, schedule and coordinate the administrative support functions of the District;
- Analyze complex District operations and services, developing and presenting recommendations for improvement;
- Provide supervision, effectively train staff on District best practices and related processes, and work evaluation for assigned staff.
- Gather, organize, analyze and present a variety of narrative and statistical data and information in a clear and concise manner.
- Deal tactfully and courteously with the public, other District staff, and representatives of other government agencies, when explaining the functions, policies and programs of the District.
- Respond to an effectively prioritize multiple phone calls and other requests for service.
- Interpret, and apply administrative and departmental policies and procedures.
- Generate correspondence with detailed instructions.
- Maintain records and databases.
- Make accurate arithmetic computations.
- Perform clerical support work with accuracy, speed, and minimal supervision.

- Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Organize, maintain, and update office database and records systems.
- File materials alphabetically, chronologically, and numerically.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationship with those contacted in the course of work.

MINIMUM QUALIFICATIONS:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to the completion of the twelfth (12th) grade. (High School Diploma or GED)
- At least two (2) years of previous administrative, office, and general support work experience comparable to that of a District Secretary with Chester Public Utility District.
- At least three (3) years of formal PERS reporting experience. Formal training preferred.
- At least three (3) years of experience working with entities governed by the Ralph M. Brown Act
- A valid Class "C" California Driver's License and driving history acceptable to the District's insurance provider.

PHYSICAL DEMANDS:

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS:

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

PROBATIONARY PERIOD:

Successful applicant shall have a one (1) year probationary period.

WAGES/BENEFIT:

Pay scale and benefits are under the Local 39/CPUD Miscellaneous most current, approved MOU.

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