

BEAR VALLEY COMMUNITY SERVICES DISTRICT

JOB DESCRIPTION

JOB TITLE:	ADMINISTRATIVE ASSISTANT I-III/ADMINISTRATIVE SPECIALIST/ ADMINISTRATIVE SUPERVISOR
DEPARTMENT:	VARIES
REPORTS TO:	VARIES

JOB SUMMARY:

Under general supervision performs administrative work of moderate difficulty in routine or special project work for a department or unit; the position will have department specific responsibilities.

Administrative staff serve in a customer-facing role, often acting as the face and voice of the District as well as their assigned department. This position requires incumbents to demonstrate a friendly, professional and polite manner to the public and co-workers. Incumbents for administrative positions must possess strong attention to detail and organizational skills including planning, time management, scheduling, coordinating resources and meeting deadlines.

DISTINGUISHING CHARACTERISTICS:

Administrative Assistant I: Provides administrative support in a variety of functions to the assigned department. Typically reports to a supervisor or manager. Possesses a moderate understanding of general aspects of the job. Has basic word processing, spreadsheet and graphics software skills. Works under the close direction of senior personnel in the functional area.

Administrative Assistant II: Provides administrative support in a variety of functions to the assigned department. Typically reports to a supervisor or manager. Has demonstrated increased understanding and aptitude in the areas of discipline specific to the assigned functional area of the District. Has satisfactory word processing, spreadsheet and graphics software skills. Works under moderate supervision.

Administrative Assistant III: Provides administrative support in a variety of functions to a department head, department, or other group in an organization. Typically reports to department head. Has attained full proficiency in multiple areas of discipline within the functional areas of the District. Has advanced word processing, spreadsheet and graphics software skills. Works independently within established procedures associated with the specific job function.

Administrative Specialist: Performs increasingly specialized duties for the assigned department such as collecting data, preparing reports, coordinating project documentation and administering and managing specialized software systems and programs. Distinguished from the position of Administrative Assistant by knowledge gained through experience, time in grade, training and education and level of difficulty of work performed. Incumbents are

expected to exercise independent judgement, initiative and discretion, and possess the ability to significantly influence departmental policies, functions and activities.

Administrative Supervisor: Distinguished from the position of Administrative Specialist by the added responsibilities to supervise, plan, organize, train, evaluate, and review the work of subordinate staff.

SUPERVISION RECEIVED/EXERCISED:

All duties are performed under the supervision of the department head. Administrative Assistants/Administrative Specialists do not perform any supervision of any classification. Administrative Supervisor exercises direct and indirect supervision of subordinate staff.

ESSENTIAL FUNCTIONS STATEMENTS:

Essential functions, as defined under the Americans with Disabilities Act, may include the following duties and responsibilities, knowledge, skills, and other characteristics. This list of duties is illustrative only and is not a comprehensive listing of all functions and tasks performed by this position.

ESSENTIAL FUNCTIONS:

The following duties are typical for this classification. Incumbents may not perform all the listed duties and may be required to perform additional or different duties from those set forth below to address agency or departmental needs and changing business practices.

- Answer phones for assigned department. Take messages or fields/answers all routine and nonroutine questions. Work in cooperation with other employees to cover phones.
- Acts as a liaison with other departments and outside agencies. Handles confidential and non-routine information and explains policies when necessary.
- Maintain and update filing system for the department. Retrieve information from files when needed. Establish, develop, maintain and update library of trade journals and magazines as required.
- Organize and prioritize information and calls.
- Sort and distribute mail. Open mail for assigned department. Draft written responses or replies by phone or e-mail when necessary. Respond to regularly occurring requests for information
- Coordinate division of workload with the administrative assistants in other departments.
- Type and design general correspondences, memos, charts, tables, graphs, business plans, etc. Proofread copy for spelling, grammar and layout, making appropriate changes. Responsible for accuracy and clarity of final copy.
- Support administration staff in other departments.
- Assist with maintenance of department finances such as completing purchase requisitions, check requests and travel reimbursement requests, documenting credit card expenses for finance department.
- Serve as a resource regarding departmental policies, procedures, objectives and operational functions; receive and interview office visitors and telephone callers; answer

questions and provide information where judgment, knowledge and interpretations are utilized; resolve complaints; refer caller to appropriate source as necessary

- Administer and perform the day-to-day tasks of the office; coordinate and supervise selected functions within department; organize and complete special projects as assigned
- Research questions of policy, rules, and regulations, historical action of the department and the District, in response to inquiries for information from departmental personnel and the public
- Schedule meetings and training for staff members; may develop training materials
- Represent department in meetings and groups as assigned
- Prepare travel registration for training; prepare the necessary authorization and expense forms, retrieve signatures and submit for processing according to established travel policy and procedures. Maintain training and expense records
- Maintain and track the department's calendar
- Provide office management support; prepare and distribute correspondence, studies, forms and documents; may serve as notary public
- Respond to inquiries and interpret rules, regulations, policies and procedures
- Perform various duties specific to department
- May transfer between departments as needed
- Other duties as assigned

Administrative Specialist:

The Administrative Specialist is required to perform all the Essential Functions of an Administrative Assistant. In addition, the Administrative Specialist:

- Acts as an information resource for departmental staff and assists staff with the research and development of special projects including participating in and/or managing on-going departmental projects.
- Prepares bid documents, funding applications, revisions and progress reports for departmental projects; coordinates bidding and contract execution; coordinates planning and scheduling of assigned staff
- Performs high quality and timely data analysis and entry, maintains proper documentation, and offers suggestions for process efficiencies
- Serves as liaison between Department Head, Division Supervisors and field staff
- Responds to and resolves minor issues and complaints; performs research projects and prepares and modifies written materials such as correspondence, memos; edits, proofreads, corrects grammar, and originates brief written materials.
- Identifies high priority work issues and items regarding department tasks and coordinates a prompt response; may delegate requests or questions to appropriate staff and/or prepare a response; tracks and manages the flow of information and responses for the work area
- Remains aware of issues requiring special attention in response to management directives; follows up with appropriate staff to assure that issues are addressed in a timely manner.
- Set up records and file documents in both electronic and paper formats.

- Reviews documents for proper format, accuracy, completion, eligibility, and other legal guidelines.
- Audits work group data entry activities to ensure performance quality and efficiency of work.
- Utilizes spreadsheets, word documents and reports to track and document departmental data
- Performs production-level computer work which includes accurate data entry, retrieving and editing records.
- Works independently and within a team on special nonrecurring and ongoing projects. Assists department head with special projects which may include planning and coordinating projects or events, disseminating information, coordinating direct mailings, creating brochures.
- Develops and implements procedures, protocols and processes to increase efficiency or streamline operations within the department or unit
- Prepare reports and maintain records; compile and enter data for charts, graphs, databases, summaries, or reports; review and edit reports to ensure compliance with rules and regulations
- Coordinate departmental activities, analyze departmental financial or project data and make recommendations; maintain departmental files and records for general items

Administrative Supervisor:

The Administrative Supervisor is required to perform all the Essential Functions of an Administrative Specialist. In addition, the Administrative Supervisor:

- Supervises, prepares schedules, and coordinates the activities of the Gate Staff.
- The operation and maintenance of the department's computerized records system and law enforcement system.
- Develops and implements procedures and policies for the work force.
- Coordinates shift coverage and workflow.
- Monitors computer input and file maintenance activities.
- Maintains compliance with new and changing laws, policies, and procedures.
- Inform staff of changes in laws and other agency requirements.
- Serves as the departmental custodian of records; prepares declarations; responds to subpoenas for department records.
- May appear in court on behalf of the department.
- Oversees the release of police records information in accordance with the California Public Records Act.
- Troubleshoots problems and responds to questions and inquiries from other department staff.
- Researches, collects data, and prepares a variety of statistical and written reports as required; inputs and recalls a variety of data on a computer remote terminal.
- Provides exemplary customer service by assisting departmental personnel and the public in person and by phone performing record checks, receiving reports and complaints from citizens.

- Provides administrative duties for the department. To include filing cases with the Kern County DA's Office.
- Ability to take walk-in reports.
- Basic familiarization with processing of Evidence and property in-take.
- Ability to operate Live-Scan.
- Have a strong understanding of Emergency Operating Procedures.
- Provides technical assistance on special projects for management personnel.
- Is the Administrator for the records management system (RIMS) and keeps it up to date with the newest version.
- Responsible for keeping Officers up to date on CLETS and training in ordinance with DOJ (Department of Justice).
- Assigns call signs and enters information into RIMS.
- Responsible for sending monthly reports to the State and Federal government under CIBRS/NIBRS.
- Perform monthly audits.
- Familiar with Asset Management under RIMS.
- Prepares monthly reports to the Chief of Police.
- Provides ethical leadership and upholds ethical standards by setting an example, and promotes the vision and goals of the organization in a focused and systematic manner
- Assists in personnel matters in an efficient, complete, and objective manner; analyzes all available evidence and facts to develop logical conclusions; takes appropriate actions or makes appropriate recommendations
- Completes employee performance evaluations and probationary reports to document and/or correct employee behavior to ensure employee is working at acceptable standards; resolve performance problems by planning and implementing measures to improve employee performance
- Review timesheets to ensure submittals are complete, accurate and on time
- Coordinate formal and informal training programs; keep accurate records to ensure that personnel remain in compliance with regulatory and mandated local, state and federal training and certifications

KNOWLEDGE & ABILITIES

Knowledge of:

- Methods and techniques of effective public relations
- Building codes, ordinances, regulations and standards governing construction
- Federal and state public bidding requirements and agency policies
- Principles and practice of administration, with emphasis on organization, personnel management and budgetary planning and control.
- Pertinent federal, state, and local laws, rules and regulations
- Government code and special district policies and procedures
- Government structure and professional methods of communication
- Department guidelines, regulations, and statutes
- Principles and practices of office administration, management and supervision
- Business English and report writing

- Records management principles
- Office computer hardware and software applications and office machines
- Basic accounting methods

Ability to:

- Communicate effectively with the public in oral and written form, and professionally represent the District
- Assign and lead work of others
- Maintain appropriate confidentiality of information
- Identify and respond to internal and external issues and concerns
- Operate standard office machines and computer software proficiently
- Accept correction and constructive criticism and apply it to performance
- Establish and maintain effective working relationships with all levels of employees and customers
- Use office processing systems and other office machines
- Add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; compute rate, ratio, and percent and to draw and interpret bar graphs
- Read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals; write routine reports and correspondence
- Speak effectively before groups of customers or employees of organization
- Deal with problems involving several concrete variables in standardized situations
- Meet deadlines and prioritize work
- Follow established codes, policies and guidelines
- Perform work in accordance with safety regulations, guidelines and practices
- Understand and carry out oral and written instructions
- Communicate clearly and concisely, both orally and in writing
- Establish and maintain cooperative working relationships with all levels of employees and customers

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to have: hearing and speech adequate to communicate in person and by telephone; the ability to see within normal parameters with close and distance vision; the ability to sit, stand, walk, bend and reach; use of hands and fingers to operate a computer keyboard and communicate through written means; strength to lift and/or move up to 15 pounds.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The duties of this position are generally performed under work conditions found in a typical indoor office environment. Travel to and work at out-of-office locations may be required. The noise level of the work environment is usually moderate.

EDUCATION, EXPERIENCE & TRAINING

Any combination of education, training, and experience which would likely provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required knowledge and abilities is as follows.

Education:

Equivalent to graduation from a U.S. high school or passing score on the General Education Development (GED) exam.

Experience:

Administrative Assistant I: Typically requires less than one year of general work experience. Administrative or customer service experience and/or training is desirable.

Administrative Assistant II: Typically requires between one and three years of administrative work experience.

Administrative Assistant III: Typically requires between three and five years of administrative work experience.

Administrative Specialist/Supervising Administrator: Five years of increasingly responsible administrative experience. At least one year of experience in the public sector is desirable. Work history in a multi-tasking environment with specific imposed deadlines and requests to provide information to various department managers and employees. For assignment in the Police Department, must have a strong clerical police record background.

License or Certificate:

Possession of a valid Class C California Driver's License and ability to maintain a clean driving record.

Ability to pass/hold a security clearance as defined by the State of California and on the Federal Level (Police assignment only)

Basic POST certificate (optional)

DISASTER SERVICE WORKER:

In accordance with Government Code Section 3100, District employees, in the event of a disaster, are considered disaster service workers and are required to report for duty and respond accordingly.

EMPLOYMENT CONDITIONS

Fair Labor Standards Act: Non-Exempt

Bargaining Unit: CFPSE

Appointment and Removal Authority: General Manager

Approved: 9/3/25