



Ross Valley Sanitary District Senior Administrative Coordinator

DEFINITION

Under direction, provides varied administrative office support work; coordinates a program and/or business processes; facilitates interdepartmental information flow and communication; administers a variety of projects; and receives and responds to requests from internal and external customers.

DISTINGUISHING CHARACTERISTICS

The Senior Administrative Coordinator is the advanced journey level in the Administrative Coordinator class series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed, complexity of duties assigned, independence of action taken, by the amount of time spent performing the duties, and by the nature of the public contact made. Employees perform the most difficult and responsible types of duties assigned to classes within this series, which may include providing technical and functional supervision over assigned personnel. Employees at this level are required to be fully trained in all procedures related to assigned areas of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from a higher-level supervisor or manager or other professional or supervisory class as assigned. May exercise technical and functional supervision over others.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following list provides examples of the most typical duties for positions in this job class. Individual positions may not include all of the examples listed, nor does the list include all of the work that may be assigned to positions in this job class.

- Plan, prioritize, and review the work of staff assigned to a variety of administrative support customer service activities.
- Develop schedules and methods to accomplish assignments ensuring work is completed in a timely and efficient manner.
- Participate in evaluating the activities of staff, recommending improvements and modifications.
- Perform specialized work as it relates to minor contract administration, the processing of insurance and accident claims, and purchasing activities.
- Provide customer service by telephone, email, and/or counter service; receive and respond to the more complex or escalated customer service issues.
- Attend to District customers or refer them to other District staff as appropriate; provide

factual information that may require judgment and discretion as well as interpretation of policies and procedures.

- Review plans to calculate permit fees, receive payments, issue permits and schedule inspections.
- Process applications and assist in the administration of minor District programs.
- Coordinate and administer established District policies and procedures, including insurance claims processing, procurement processing, and contract administration processing.
- Compose and edit a wide variety of correspondence, reports and other District documents, including publishing updates to the District website.
- Research and assemble information, verify that information or data is complete, accurate, and consistent; assist in the preparation of regularly scheduled reports.
- Develop, organize and maintain accurate filing systems using best business practice record keeping procedures (electronic and paper copies).
- Create templates and forms, and perform data entry using word processing, spreadsheets, and database tools.
- Schedule internal and external meetings, coordinate food and beverage for meeting attendees, prepare meeting agendas, take and transcribe accurate meeting minutes.
- Print, copy and collate documents; open, sort and distribute mail and other deliveries.
- Coordinate facilities management and routine maintenance activities, including communicating and coordinating with vendors for routine and special requests.
- Inventory, review and order needed office supplies, research savings opportunities, and recommend suppliers.
- Prepare purchase requisitions.
- Coordinate the surplus of District equipment.
- Assist the finance division performing specialized and technical functions and research projects as assigned.
- Support the engineering department and operations department with research and projects as needed.
- Serve as notary public for the District as needed.
- Serve as back up to the Clerk of the Board and attend occasional evening meetings as needed.
- Perform other duties as assigned.

REQUIREMENTS

Knowledge

- Principles and practices of technical and functional supervision.
- Basic knowledge of practices and methodologies for administrative support, research, prioritization, records management, and customer service operations.
- Use and maintenance of standard office equipment, computer hardware and software.
- Effective use of the English language, vocabulary, spelling, grammar, and punctuation; letter and report preparation.
- Advanced customer service principles and problem resolution techniques.
- State and Federal laws, District standards, and regulations applicable to District programs and projects.

- Use of standard office equipment and software to prepare document, correspondence, reports, schedules, data management, and information and records management.

Skills and Abilities

- Organize, assign and review the work of staff engaged in administrative support tasks.
- Communicate clearly and effectively in English, both orally and in writing.
- Read, understand, and interpret documents, job-related policies, and procedures.
- Proficient use of office equipment, Microsoft Office software, and other information systems as required.
- Strong organizational skills with the ability to multi-task and prioritize effectively.
- Attention to detail, problem solving, and basic project coordination skills.
- Organize and maintain neat and orderly working environments.
- Work independently with minimal supervision, using good judgment as to when assistance is required for unusual situations or requests.
- Conduct District business in a professional and diplomatic manner.
- Present information and respond to requests from staff, department managers, other government agency representatives, and the public.

Interpersonal Skills

- Collaborative problem identification and solution development.
- Communication that maintains productive working relationships and facilitates a useful exchange of information.

MINIMUM QUALIFICATIONS

Education, Training, and Experience

Any combination of education and experience that provides the knowledge, skills, and abilities required for this position. A typical way of obtaining the required qualifications is to possess the equivalent of:

- Completion of Associate’s Degree, or its equivalent, preferably in Business Administration, or Public Administration, or related field.
- Two years of increasingly responsible experience in office administration similar to an Administrative Coordinator II.

Licensing, Certification, and Registration

Possession of the following licensures, certifications, and/or registrations:

- Must possess a valid California Driver’s License Class “C”, have a satisfactory driving record, and continue to meet District’s insurance company’s driving standards.
- As assigned, must possess a valid California Notary Public license or have the ability to obtain within six (6) months of hire.

Failure to maintain these standards may result in loss of employment.

PHYSICAL WORKING CONDITIONS

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.

Positions in this class typically require:

Prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data using a keyboard.

Additionally, the position requires near and far vision in reading correspondence, statistical data and using a computer keyboard to enter and retrieve data. Acute hearing is required when providing telephone and personal service. Ability to lift, drag, and push files, paper, and documents weighing up to 25 pounds is required.

The noise level in the work environment is quiet to moderate. Position may require overtime on an as-needed basis.

Pre-employment Requirements

A pre-employment drug test and physical examination are required.

FLSA Status: Non-exempt
Employment Status: Unrepresented, Confidential
Approved by: Ross Valley Sanitary District Board of Directors
Date: September 18, 2019