

**NEW Water
Job Description**



Salary range: \$17.63 - \$24.89

Hiring range: \$17.63 - \$20.72

SECTION 1		DEMOGRAPHIC INFORMATION	
Job Title	Administrative Assistant II	Division	Business Services
Department	Administrative Services	Reports To (Job Title)	Administrative Coordinator
Full-Time / Part-Time	Full-Time	Part-Time (Hrs per Wk)	
Pay Grade	6	Exempt/Non-exempt	Non-exempt
Adoption Date (original job description date)	7/26/2005	Last Revision Date	March 1, 2018
Approved By (generally same as "Reports To")	Administrative Coordinator	Human Resources Approval Date	
Director Approved By (Job Title)	Director of Business Services		

SECTION 2	JOB SUMMARY
	The Administrative Assistant II acts as an ambassador for NEW Water by representing the organization professionally and courteously, and provides excellent customer service internally and externally through responding to customer needs, providing information, and directing them to appropriate staff for further assistance. In addition, the Administrative Assistant II supports the organization by performing a variety of administrative, technical, and support duties that have an organization-wide impact and affect NEW Water's image.

SECTION 3.....		DESCRIPTION OF ESSENTIAL RESPONSIBILITIES & DUTIES
		Frequency: Daily, Weekly, Biweekly, Monthly, Quarterly, Annually, or As Needed
	Description of Duties	Frequency
Key Area: Customer Relations		30% of job
	Acts as ambassador for NEW Water, responding to multiple requests with accuracy in a positive, courteous manner. Interacts with individuals of all professional levels. Welcomes and directs visitors by greeting them, via in person, by telephone, or gate intercom system.	Daily
	Utilizes camera and intercom systems to grant front gate access of all visitors during office hours.	Daily
Key Area: Administrative/Projects		50% of job
	Maintains NEW Water's phone list, employee photo directory, and organizational charts.	As Needed
	Provides assistance to the Engineering Department on projects (submittals, retrievals, postings, and distribution) utilizing SharePoint, ProjectWise, and internal programs. Maintains deadline notifications for project managers.	Daily
	Responsible for the analyzing receiving data and generation of the monthly Hauled Waste Receiving Program billing reports through the MatreX billing system and data/reporting processes.	Monthly
	Shares in the responsibility of completing iSupport work requests as taken or assigned based on skill set.	Daily
	Operates and maintains the postage machine and processes incoming and outgoing mail.	Daily
	Issues NEW Water credit cards, temporary badges, access keys to employees and visitors as needed.	Daily
	Maintains eRolodex database to ensure accurate source of records for staff utilization.	Monthly
	Assists with meeting preparations requiring refreshments and/or placing lunch orders.	Weekly
	Assist with the implementation of the new electronic records management system and updated records management program to include: scanning, document interpretation, audits, central file, and historical and permanent record preservation initiatives.	As Needed
	Performs in back-up role for other positions within the department.	As Needed
Key Area: Employment Recruitment Assistance		20% of job
	Processes and distributes incoming job applications. Creates and maintains recruitment spreadsheets for tracking of all activities in the recruitment process.	As Needed
	Communicates with applicants at applicable stages of the recruitment process.	As needed

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Schedules interviews by coordinating schedules of the interview team and candidates per criteria established by Human Resources.	As Needed
Other:	
Perform other job related duties as assigned.	As Needed
Promote and enhance environmental, health, and safety compliance within the work environment and actively engage in improvement efforts.	Daily
Follow organizational policies and procedures.	Daily

SECTION 4 EDUCATION REQUIRED	
Minimum Level of Education	Field(s) of Study
Associate's Degree Preferred	Administrative Professional, Business Administration, Marketing, or related field of study.
Additional Information Regarding the Required Education:	An equivalent combination of education, training, and relevant experience will also be considered.

SECTION 5 EXPERIENCE REQUIRED	
Years of Experience	7 months to 1 year
Other Specific Experience Required or Preferred	Formal training and proficient in Microsoft Office Suite.

SECTION 6 CERTIFICATION / LICENSURE / TRAINING TO PERFORM JOB		
Required Certification/Licensure	Required Upon Hire?	If no, timeframe to obtain?
Current and valid motor vehicle operator's license	Yes	
Preferred Certification/Licensure		

SECTION 7 ADDITIONAL KNOWLEDGE, SKILLS, AND ABILITIES
<ul style="list-style-type: none"> • Requires excellent interpersonal and customer service skills • Experienced in providing quality customer service to both internal and external levels • Extensive knowledge of modern office practices, procedures, and equipment • Experience with a multi-line telephone system • Extensive knowledge in business English, document preparation, spelling, editing, and proofreading • Ability to multitask and demonstrate strong organizational skills • Must be self-motivated and able to work well independently and in teams with little supervision • Effective oral and written communication skills • High attention to detail. • Respect for confidentiality and discretion. • Positive attitude, dependable, attentiveness, well-groomed appearance, maturity • Ability to maintain a calm, courteous, and professional demeanor at all times; regardless of a customer's behavior or changes surrounding the working conditions.

SECTION 8 SOFTWARE / TECHNOLOGY UTILIZED
<ul style="list-style-type: none"> • Microsoft Office: Outlook, Word, Excel, PowerPoint, and Access • Microsoft SharePoint • MatreX billing software • PDF Professional Converter 5 • iStream Financial Services Remote Deposit Capture software • IBM Maximo • exacqVision Client security system

- ProjectWise (Engineering Consultant Project Information Management and Collaboration Cloud Services) preferred

SECTION 9 EQUIPMENT / MACHINERY UTILIZED

Computer
Iwatsu Multi-line phone operating system
Security cameras
AIPHONE intercom system
Digital Check TellerScan TS240
Copier/Fax/Scanner/Printer
Pitney Bowes Postage Machine
Paper Shredder
Ibico EPK21 Binding Machine
Laminating Machine
Label maker

SECTION 10 JUDGMENTS / DECISION-MAKING: IMPACT

Description of Duties	Check One
Job Centered / Work Unit: Decisions are typically isolated to an individual's job or work unit.	<input checked="" type="checkbox"/>
Department-Wide: Decisions may impact across work units, and involve a significant function of the department. Supervision or management is typically—but not always—a component of the job.	<input type="checkbox"/>
Multiple Departments: Decisions are made on behalf of and impact across multiple departments; or across several sections of a significantly large department.	<input type="checkbox"/>
Entire Organization: Decisions are made on behalf of and affect the entire organization including, but not limited to: employees, customers, vendors, governing body, etc.	<input type="checkbox"/>

SECTION 11 JUDGMENTS / DECISION-MAKING EXAMPLES

Frequency: Daily, Weekly, Biweekly, Monthly, Quarterly, Annually, or As Needed		
Example of Decision / Judgment	Job Title of Who Reviews (If Anyone)	Frequency
Determines the needs/inquiry purpose of callers, visitors, and employees and directs to appropriate personnel upon determining their needs and/or purpose of the inquiry.		Daily
Special Projects: identifies inaccuracies, process efficiencies, and procedural recommendations.	Project Owner/Project Submittal Team	Weekly
Ensures incoming mail includes accurate delivery address, identifies personal/confidential pieces to remain sealed, and accurately routes to appropriate staff based on contents.	Recipient of document.	Daily
Sets priorities for efficiency and timely results.		Daily
Identifies and recommends edits in grammar, punctuation, and spelling.	Originator of document	Weekly

SECTION 12 PROBLEM SOLVING

Example of Problem	Resources Used
Information distribution to internal and external customers (documents, schedules, facility directions)	Staff, online resources, websites, policies, intranet, Outlook, In/Out system
Awareness of and reporting of suspicious activity	Camera system at front gate, staff in Control Room, and Safety & Security Department
Balances conflicting demands: juggles multiple phone lines, responds to front gate access, face-to-face customers	Professional experience in customer service

SECTION 13WORKING RELATIONSHIPS / INTERACTIONS / CONTACTS

Frequency: Daily, Weekly, Biweekly, Monthly, Quarterly, Annually, or As Needed

Title/Description of Contact	Purpose of Contact	Frequency
General Public	Varies per customer needs.	Daily
NEW Water Employees	Varies per needs.	Daily
Administrative Services Team	Department communications, meetings	Daily
Postal Service	Mail delivery; signature for receipt of some delivery items.	Daily
Engineering Consultant Firm (SharePoint site & staff)	Processing of R2E2 Project submittals	Daily
Vendors, Sales	Copy machine service, Vending machine service	As Needed
Job Applicants	Schedule interviews, send communications on status	As Needed
Local and State Governmental Entities	Maintaining accuracy of eRolodex records	As Needed
Administrative Coordinator	Direct Report	Daily

SECTION 14SUPERVISION / MANAGEMENT AUTHORITY

Action	Yes	No	Provides Input
Screen / Interview Applicants	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Hire / Promote Employees	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Provide Written / Verbal Warnings	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Suspend Employees	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Terminate Employees	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Prepare Work Schedules	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Project Management	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Provide Work Direction	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Evaluate Performance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Coach Employees	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Train Employees	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Approve Overtime	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Approve Time Off	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Develop / Implement Policies	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Evaluate and Approve Exceptions to Policies	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Classification / Compensation Changes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Employees <u>D</u>irectly Supervised	
# Employees	Job Title
n/a	
Employees <u>I</u>ndirectly Supervised	
# Employees	Job Title
n/a	

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SECTION 15.....WORK ENVIRONMENT / WORKING CONDITIONS / PHYSICAL REQUIREMENTS

Refer to ErgoFactor Job Analysis for this position for details. <S:\Safety\Blankenheim Project\Business Services\Receptionist.pdf>

SECTION 16ADDITIONAL COMMENTS

THIS JOB DESCRIPTION IS INTENDED TO IDENTIFY ESSENTIAL DUTIES AND ALSO ILLUSTRATES OTHER TYPES OF DUTIES THAT MAY BE ASSIGNED TO ITS INCUMBENTS. IT SHOULD NOT BE INTERPRETED AS DESCRIBING ALL OF THE DUTIES THAT WILL BE REQUIRED OF EMPLOYEES OR BE USED TO LIMIT THE NATURE AND EXTENT OF ASSIGNMENTS THAT AN INDIVIDUAL IS REQUIRED TO PERFORM.

JOB DESCRIPTIONS ARE SUBJECT TO REVISION AT ANY TIME AT THE DISCRETION OF MANAGEMENT.