



Tuolumne Utilities District
Job Description

ADMINISTRATIVE SERVICES TECHNICIAN 1

POSITION:	Admin Services Tech 1	DEPARTMENT:	Customer Service
REPORTS TO:	Customer Services Supervisor		
PAY RANGE:	26	DATE PREPARED:	October 2016
INCUMBENT:			

General Description:

Under general supervision of the Customer Services Supervisor, dispatches field personnel based on customer calls and provides professional and courteous customer service during interactions with staff and the public on a variety of water and wastewater matters. Provides responsible, varied and occasional confidential office administrative support, maintains records, reports and files; assists in special projects and performs other duties as assigned.

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

COMMUNICATION

- Answers telephones, provide information and response to inquiries, directing calls as needed to appropriate staff, in a courteous and professional business manner.
- Transmits and receives radio communication from field personnel and advises customers and staff as necessary.
- Assists in emergency situations (water or sewer line breaks, etc.) and distributes information to appropriate staff. Prepares service request forms and enters into database.
- Answers telemetry alarms and distributes to appropriate water and wastewater operators.
- Occasionally accepts and processes customer payments and answers billing questions as needed.
- Conducts work that fosters public support for the district, that will lead to fewer complaints and claims against the district.
- Conducts work in a manner which supports the overall team effort, and which avoids disruption of one's work and the work of others.

CORRESPONDENCE

- Responsible for all incoming and outgoing mail, (postage, receiving, opening and distribution to appropriate staff, some being confidential in nature,).
- Receives email and other correspondence from answering service and responds or forwards to appropriate staff. Receives and distributes incoming faxes.

REPORTING

- Compiles, updates and maintains computer database files and utilizes the information to assist in the preparation of reports and customer notifications.

ADMINISTRATIVE

- Performs a variety of administrative support services for the district, some being confidential in nature, including data entry, filing, scanning, copying and copy machine maintenance, binding documents, preparing packets, mailings, maintaining and coordinating logs and attendance calendars, and is responsible for opening up and locking administrative building each day.
- Monitors incoming deliveries and visitors through vehicle yard gate via remote gate entry computer and equipment.
- Participate in training programs and assigned committees.
- Performs other duties as required.

Qualification Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge of:

- Microsoft word processing and spreadsheet programs.
- Office methods, including the operation of office equipment and filing.
- Correct application and usage of the English language, including spelling and grammar.
- Organization and functions of District government, including rules and regulations.
- Safe work practices.

Ability to:

- Represent the District in a positive, professional and courteous manner.
- Prepare correspondence and reports.
- Type quickly and efficiently.
- Operate a variety of office equipment, including a multi-line phone system, dispatch radio, computers, copy machines, FAX machines, typewriters and postage machines.
- Understand and carry out oral and written directions.
- Establish and maintain cooperative and effective working relationships with those contacted in the course of the work.
- Read and write at the level required for successful job performance.
- Establish and maintain recordkeeping and filing systems.

Physical Demands:

The physical demands described herein 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 speak and hear to effectively interface with staff members and the public; maintain the capacity to sit at a computer

for an extended period; walk, stand, kneel, stoop, bend, reach, push/pull, twisting, carrying up to 25 lbs.; use hands and fingers to write and to handle, grip, feel and operate equipment.

Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and the ability to adjust focus.

Work Environment:

Inside: The majority of the job activities are performed indoors in a temperature-controlled environment.

Noise/Vibration: Minimal exposure to noise generated from the operation of office equipment.

Other Requirements:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education/Certification/Other:

- High school diploma or general education degree (GED).
- Must possess a valid California driver's license, have a satisfactory driving record, and be insurable by the District to operate District vehicles.
- Prefer non-tobacco user.

Experience:

Five years of increasingly responsible administrative and office work, including customer service and managing high volumes of phone calls, word-processing and other computer programs.

Work Hours:

7:00 a.m. to 4:00 p.m., Monday through Friday. Subject to change as required to meet the needs of the District. Must be willing to work overtime if necessary. Must be willing to assist where needed during emergencies.

I have reviewed and agree to abide by any position requirements.			
_____		_____	
Supervisor's Signature	Date	Employee's Signature	Date
Approved by General Manager: Approval Date: ____ / ____ / ____			