



El Dorado County Emergency Services Authority

Policy Subject Matter: **4.1 Administrative Assistant I/II Job Description**
Review Date: **07.08.2022**
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I. Purpose:

The purpose of this policy is to describe the essential functions and qualifications of the Administrative Assistant for El Dorado County Emergency Services Authority, a California joint powers authority (JPA).

II. Position Summary:

The Administrative Assistant for the JPA will perform a broad range of complex administrative and clerical duties requiring the use of confidentiality, discretion, and independent judgement. This position will assist the Executive Director and Deputy Director in the management of the JPA's affairs in accordance with policies and directions established by the JPA's Board of Directors and with applicable California law. As experience is gained, duties may become more diversified and be performed under more general supervision.

III. Position Duties:

- *Note: The following duties are intended only as illustrations of the various types of work that may be performed. The omission of a specific statement on duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. Employees may perform other related duties at an equivalent level as required.*
- Make appointments and arrange conferences and meetings; prepare agendas and make adjustments as necessary in scheduled meeting times; complete arrangements for scheduled meetings; attend meetings and take and/or summarize notes into minutes and distribute to appropriate parties involved.
- Provide administrative support for a variety of JPA committees, public events, and programs.
- Compose correspondence independently or as directed; create letters, reports and other finished copy from rough draft and marginal notes; review, format and edit general correspondence for the JPA Executive Director and Deputy Director, ensuring proper formatting, grammar, and punctuation.
- Serve as a liaison between member agencies, citizens, vendors, private and public officials, and personnel and/or other parties to the JPA; transmit messages, orders, and requests, both written and verbal.
- Research, compile, and analyze data from special projects, individual requests for special reports or projects; contact other agencies, employees, and individuals for additional material as necessary; prepare reports for Executive Director or Deputy Director approval on request.

- Assist in JPA operations related to management policies and general business operations; perform special projects and assignments as requested.
- Gather data for general information purposes and/or special reports or projects, contacts other divisions, employees, agencies, and individuals for additional material as necessary; may prepare grant applications or reports for approval on request.
- Operate and ensure function of office equipment, including computers, copiers, scanners and printers.
- Maintain office supplies by checking inventory and ordering items as needed.
- Respond to questions and requests for information from Board, agencies and public.
- Answer incoming calls and assume other receptionist duties when needed.
- Maintain and update a variety of physical and electronic files, records, lists, policy manuals and databases.
- Design and create a variety of brochures, flyers, newsletters, forms and/or training materials utilizing graphics/publishing software.
- Proof and edit information prior to posting on the website or intranet.
- Receive, open, sort, and distribute mail.
- Other related duties as assigned.

Depending on assignment, additional duties may include Human Resources:

- Process Worker's Compensation claims and reports. Coordinate with third party administrator to manage claims for employee injuries; provide information to assist in the investigation of claims. Assist with the return-to-work process for injured workers and the JPA's Light Duty program.
- Administer employee benefit programs to include health, dental, vision, life, short and long-term disability, and JPA flexible benefit plans. Organize and implement insurance open enrollment and health/wellness fair; monitor billings, claims issues, and employee eligibility. Ensure program plan and contract terms are in compliance with applicable laws.
- Administer leave benefits and ensure personnel policies and procedures are in compliance with the Family Medical Leave Act (FMLA), California Family Rights Act (CFRA), Workers' Compensation, Unemployment Insurance, Fair Employment Housing Authority (FEHA), American with Disabilities Act (ADA), Equal Employment Opportunity Commission (EEOC), and other related federal and state mandated programs.
- Maintain the Personnel Access database (personnel information, hire/promotional dates and wages, emergency contact information, etc.)
- Assist with promotional and hiring processes for career and volunteer positions; prepare job announcements, review applications for basic requirements, prepare test/interview packets, schedule interviews, meetings, tests, etc.
- Maintain mandatory certification data for all career and volunteer staff.
- Generate continuing education certificates. Maintain records of each course attended by personnel in accordance with state and local policy.
- Maintain the DMV Employee Pull Notice Program by filing confidential driving record information, pulling reports, adding/removing drivers, managing current drivers, and notifications.

IV. Minimum Position Requirements:

- Excellent written communication skills - ability to communicate in writing clearly and concisely.
- Ability to communicate effectively. Able to fluently speak and understand English.

- Ability to prioritize tasks as well as the ability to follow written and verbal instructions with a minimum of direction and supervision.
- Ability to provide service-oriented customer assistance in a professional and courteous manner.
- Superior organization skills and dedication to completing projects in a timely manner.
- Proficiency in MS Office with expertise in Microsoft Word, Outlook, PowerPoint, and Excel.
- Knowledge of basic accounting principles and functions.
- Must be able to maintain a high level of confidentiality
- Valid unrestricted California drivers' license.
- Working knowledge of office equipment.
- Ability to lift, carry and push office products.

V. Education

- Minimum high school diploma or equivalent. Associates Degree from an accredited college or university in accounting, business or similar area or the equivalent in college hours/credit is preferred.
- Minimum of 3 years' professional administrative assistant experience preferred.

VI. Experience

- Three years of secretarial or administrative experience, which includes experience working with a variety of office software is required.
- Substitution: Additional qualifying experience may be substituted for the required education on a year-for-year basis.
- Experience taking and transcribing minutes, administering/updating websites, and working with and updating a variety of databases.

VII. Working Conditions:

- Regularly drive within El Dorado County to deliver accounting documents.
- Work in fast-paced, high-volume environment with frequent interruptions and changing priorities.
- Regularly work with both large and small groups, as well as with individuals.

VIII. Physical Demands of Position:

- While performing the duties of this job, the employee is frequently required to use hands and fingers to, handle or grasp objects, type on a keyboard, manipulate office equipment. The employee is frequently required to sit, stand, and walk. The employee is occasionally required to reach with hands and arms, kneel, crouch or squat. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities require by this job include close vision, distance vision, and the ability to adjust focus. The employee must have the ability to: operate a personal computer, read small print on documents, hear and speak well enough to communicate over the telephone and in person.

IX. Environmental Elements and Working Conditions

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to known hazardous physical substances. Employees may interact with staff and/or public and private representatives in varying emotional states. Must be able to pass a pre-employment physical and background investigation, including fingerprinting.

THE ABOVE STATEMENTS ARE INTENDED TO DESCRIBE THE GENERAL NATURE AND LEVEL OF WORK PERFORMED. THEY ARE NOT INTENDED TO BE CONSTRUED AS AN EXHAUSTIVE LIST OF ALL RESPONSIBILITIES, DUTIES, AND SKILLS REQUIRED FOR AN INDIVIDUAL IN THIS POSITION.