

**ADMINISTRATIVE AIDE I****Employee Name:****Reports to:****Grade:****Salary Range:****Status: Non-Exempt****Date:****Other: Reports to Office/Finance Manager**

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**Definition/Summary**

Under general supervision, positions in the Administrative Aide I classification perform a variety of functions in receiving and processing service requests; perform fiscal recordkeeping work in maintaining and updating billing accounts; and receive and resolve complaints and questions concerning the delivery of services and status of accounts.

**Essential Functions**

- Processes permits, meter downloads, collecting appropriate funds, and coordinates establishment of services with other District staff.
- Receives and responds to complaints about District service; resolves a variety of problems related to accurate meter readings, high consumption, delinquent accounts, turn-ons, turn-offs, non-reads, and improper billings.
- Receives and processes billing and receivable payments.
- Answers the telephone and greets office visitors, providing a variety of information, or referring them to other staff.
- Prepares bank deposits.
- Coordinates account status problems with District accounting staff.
- Coordinates problems of meter location, type of installation, and meter size with operations and engineering personnel.
- Determines and calculates costs for different types of installations.
- Researches and applies District policies and regulations regarding establishment and maintenance of services.
- Completes the processing of service orders and delinquent accounts.
- Discusses delivery problems with appropriate management and operations staff.
- Maintains, updates, and may perform or assist with processes billing..
- Receives, distributes, and dispatches mail.
- Establish and maintain cooperative working relationships with co-workers, outside agencies, and the public.
- Regular attendance and adherence to prescribed work schedule to conduct job responsibilities.

- Performs related duties as assigned.
- Effectively communicates with customers, face-to-face, via the telephone and in writing, to discuss and resolve problems and concerns.

### **Other Duties**

- Verifies coding of cash receipts and other documents.
- Issues work order numbers and maintains logs.
- Posts and maintains cash balances on accounts.
- Operates computerized fiscal recordkeeping and management information systems.
- Answers public inquiries about billing and payment problems.
- Performs related duties as assigned.

### **Job Standards/Specifications**

#### Knowledge of:

- Basic mathematics.
- Correct English usage, spelling, grammar and punctuation.

#### Ability to:

- Learn and perform a variety of office support assignments.
- Spell correctly.
- Make basic arithmetical computations.
- Follow oral and written directions.
- Type at a rate of 25 words per minute from clear, legible copy.
- Learn to operate a computer for word processing and other purposes.
- Talk to and interview others to obtain or exchange information.
- Prepare and organize a variety of information.
- Effectively maintain good relations during public contacts.

### **Typical Physical Activities**

- Work at a desk for an extended period of time.
- Work in an office environment, lift and move objects up to 15 pounds such as large binders, books, and small office equipment.
- Sufficient finger/hand coordination and dexterity to operate and adjust office equipment.
- Regularly uses a telephone for communication.
- Use office equipment such as computers, copiers, and FAX machines.
- Sits for extended time periods.
- Hearing and vision within normal ranges with or without correction.
- Occasionally required to change working hours or work overtime.

**Environmental Factors**

- Exposure to the sun: 10% or less work time spent outside a building and exposed to the sun.
- Irregular or extended work hours: Occasionally required to change working hours or work overtime.

**Desirable Qualifications**

Any combination of education and experience that would likely provide the necessary knowledge and abilities is qualifying.

A typical way to obtain the knowledge and abilities would be:

Education: Completion of basic educational training in office skills.

Experience: Some work experience in performing office support work is highly desirable.

**License Certificate Registration Requirement**

- Must possess a minimum of a California Class C driver’s license with a good driving record as evidenced by freedom from multiple or serious traffic violations or accidents.
- High School Diploma or equivalent.
- Successful completion of training provided by the District.

**License Certificate Recommended**

- Microsoft Office Specialist
- Certified Administrative Professional (CAP)

**I have reviewed this Job Description with my Supervisor and agree with its contents.**

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Employee Signature Date

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Supervisor Signature Date

***The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.***