

TAHOE TRUCKEE AIRPORT DISTRICT

Job Description

ADMINISTRATIVE ASSISTANT

DEFINITION

To perform a variety of responsible administrative and customer service duties in support for the District; to prepare documents, correspondence and routine reports; and to provide other support duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is a single level class where employees within this class perform the full range of administrative tasks in support of the operations and activities associated District operations. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from and assigned manager.

EXAMPLES OF ESSENTIAL DUTIES – *Duties may include, but are not limited to, the following:*

Serve as first line of contact to external customers via telephone or in person; refer customers to appropriate staff and/or provide a variety of general information regarding District functions and services; receive and respond to customer questions and explain District operating policies and procedures.

Prepare, compile, tabulate and maintain data including databases, various documents and statistical and operational reports and records.

Type and proofread a variety of documents including general correspondence, agendas, reports, memos, Requests for Proposal, contracts, and contract amendments.

Develop, maintain and archive a variety of files and records.

Schedule meetings and maintain calendars for department staff; reserve and prepare conference rooms; prepare meeting agendas; attend meetings and take and publish meeting minutes.

Coordinate and schedule the use and rental of District community rooms.

Respond to letters and routine correspondence; receive, sort, open, time stamp and distribute time mail.

Administrative Assistant

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Process invoices for approval ensuring proper coding.

Serve as Recording Secretary for ACT meetings including the preparation and distribution of agendas and meeting minutes; serve as back up to the District Clerk for Board of Directors' meetings.

Perform administrative tasks in support of special projects that includes the collection, review, compilation and verification of data.

Calculate and post fuel price changes; order fuel.

Perform billing activities related to fuel orders and parking.

Receive and respond to questions and requests from customers; research and resolve accounts receivable issues and discrepancies.

Monitor auto parking; research customer payments and contact customers regarding payments due.

Assist in the preparation of bid documents; receive and respond to calls from prospective bidders; prepare notice of award.

Perform a wide variety of general clerical work for assigned program; create and maintain files; maintain accurate and detailed records; verify accuracy of information and research discrepancies; enter data into computer; type and proofread a variety of documents including general correspondence, reports, and memoranda.

Build and maintain positive working relationships with co-workers, other Town employees and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and procedures of financial record keeping and reporting.

Modern office procedures, methods, and equipment including computer equipment.

Basic business letter writing and report preparation principles and techniques.

Safe work practices.

Principles of customer service.

Ability to:

Perform a variety of accounting and administrative support duties as it relates to the operations of the District.

Intermittently review documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve office issues for the public and with staff.

On a continuous basis, sit at desk and/or stand at counter for long periods of time; intermittently twist and reach office equipment; write and use keyboard to communicate through written means; run errands; lift or carry weight of 25 pounds or less.

Make accurate mathematical calculations.

Research, respond to and assist in the resolution of inquiries and complaints.

Prepare correspondence, memorandums and routine reports.

Operate and use modern office equipment including computers and applicable software including spreadsheets and financial systems.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

EXPERIENCE AND TRAINING

Any combination of experience and training that would provide the required knowledge, skills and abilities would be qualifying. A typical way to obtain the required knowledge, skills and abilities would be:

Experience:

Two years of increasingly responsible administrative support experience that involved customer service.

Training:

Equivalent to the completion of the twelfth grade.

License and/or Certificates

Possession of, or ability to obtain, an appropriate, valid driver's license.

WORK ENVIRONMENT

Employees in this classification perform a wide variety of administrative tasks indoors. They must be capable of using a variety of computer stations as well as performing minor janitorial/cleaning services, telephone and radio communications, note-taking and archival research. Employees generally utilize computers for the majority of work and work stations are equipped to mitigate exposure to computer/keyboard related issues. The person in this position must be able to respond effectively in an occasionally stressful, multi-tasking environment. Occasionally, work will be required in the evenings to accommodate meeting schedules that usually include one to two all-day Directors' meetings per month, and one to two other sub-committee/team meetings per month.

COMMUNITY RELATIONS AND OUTREACH

All employees of the District have a responsibility to promote a positive image of the District and to inform and educate airport users and constitutes regarding the District's Mission and Core Values. Employees are charged with studying and understanding the District's community benefit, communication, and outreach strategies. Employees at various times throughout the regular course of work, may be required to participate in community relations programs, services, and events as directed by Managers. Employees must have the ability and desire to communicate the District's community relations and outreach objectives with people outside the organization, including represent the District to customers, the public, other government entities, and other external sources.