

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 the Human Resources Manager/District Clerk.

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

Serve as first line of contact to external customers in person and over the phone; 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; all to be done with tact and utmost professionalism; advise Human Resources Manager/District Clerk on sensitive matters with potential impact to District operations and relationships.

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.

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.

Open, stamp, sort and distribute time sensitive or confidential mail for follow-up.

Schedule meetings and maintain calendars for various department staff; reserve and prepare conference rooms.

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

Schedule, organize and execute a variety of meetings and special events.

Process invoices for approval ensuring proper coding.

Provide back up assistance to the Human Resources Manager/District Clerk for Board of Director's meetings, including preparation of agendas, board book materials, and meeting minutes.

Serve as Recording Secretary for Airport Community Team (ACT) meetings; prepare and post agenda packets; attend meetings; take, transcribe and publish meeting minutes; distributing final versions as appropriate.

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

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

Assist with the layout and design of District publications.

Order, maintain and reconcile office supply purchases; maintain office equipment and materials.

Build and maintain positive working relationships with co-workers, other District 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:

Acquire the knowledge of pertinent local, State and Federal laws, rules and regulations, including the California Public Records Act, the Ralph M. Brown Act, the California Political Reform Act, the California Elections and Government Codes, and Regulations of the California Fair Political Practices Commission.

Perform a variety of 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.

Exercise sound decision making skills and proper judgment in the handling of sensitive and confidential matters.

Analyze office operations and technical problems, evaluate alternatives, and recommend solutions.

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.

Maintain proper attendance reliability.

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 workstations 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 constituents 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.