JOB DESCRIPTION
Coachella Valley Water District

TITLE: OFFICE ASSISTANT II

SECTION: Customer Service

DEPARTMENT: Service

SRN: 14

REPORTING RELATIONSHIP:
Reports to: Customer Service Supervisor

Supervises the following positions: Not Applicable

DEFINITION: Under general supervision, performs a wide variety of administrative duties for the Water Service Department; receive and process orders for domestic water and sewer service and agriculture irrigation water; type a variety of materials consisting of letters, reports and memoranda's; exercise judgement in referring departmental matters to supervisor; checks data for accuracy, completeness, and compliance with established standards; maintains files; handle incoming correspondence and applications from customers; scanning and filing of documents; interacts with customers via telephone, email, and standard mail. May perform customer service telephone work and do related work as required.

ESSENTIAL FUNCTIONS:

1. Receives and processes paperwork requests accurately for domestic water service, irrigation water, and sanitation service from Customer Service Representatives.

2. Scans and photocopies information and transmits facsimiles.

3. Contacts customers regarding application status.

4. Receives and processes accurately address changes and account billing changes.

5. Scheduling of work orders, completion of work orders, filing of completed work orders.

6. Performs various data entry work.

7. Operates a computer work station.

8. Tactfully and courteously work with the public and employees of the District.

9. Performs a variety of office tasks related to the water service department.

10. Follow oral and written directions.

11. Learn, interpret, and apply procedures and policies.
Essential Functions (cont.):

12. Perform word processing duties involving use of independent judgment and requiring accuracy and speed.

13. May assist with telephone coverage on an as needed basis.

Minimum Qualifications:

License or Certificates: Valid California Operators license issued by the State Department of Motor Vehicles. Department of Motor Vehicles driving record may influence employment or classification.

Experience: One year of office related experience preferred, or any combination of training and experience that would likely provide the required knowledge and abilities would be qualifying. A typical way would be to have two years of increasingly responsible clerical experience. Strong computer skills and Bilingual are desirable. Call center experience helpful.

Education: High School diploma or equivalent. Office related courses, software certificates, call center certificates would be helpful.

Knowledge of:
- Modern office and filing methods, principles and practices.
- Computer operation.
- Correct English usage, spelling, grammar and punctuation.
- Mathematics.

Ability to:
- Tactfully and courteously deal with co-workers and the public.
- Analyze data and draw logical conclusions.
- Perform arithmetic calculations with accuracy.
- Work cooperatively with others.
- Prepare and maintain accurate and complete records and reports.
- Perform word processing duties.
- Follow oral and written directions.
- Communicate effectively both verbally and in writing.

Physical Requirements:

1. Lifts plat books weighing in excess of 25 pounds.

2. Sits for prolonged periods of time.

3. Uses voice to communicate with radio and telephone.

4. Uses fingers and hands to type and write information and data.

Driving: NONE

See Human Resources for physical assessment form.