

SAN BERNARDINO MUNICIPAL WATER DEPARTMENT CLASSIFICATION SPECIFICATION

TITLE: TECHNICAL ASSISTANT (FULL-TIME/PART-TIME)

DATE: 9/14/2004 JOB CODE: 21834/91834
FLSA STATUS: NON-EXEMPT UNIT REPRESENTATION: GENERAL

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DUTIES SUMMARY

Under general supervision, performs varied and highly responsible and complex administrative support tasks of a paraprofessional nature; coordinates section administrative office activities in support of a division, and/or performs highly technical operational functions in support of ongoing activities and projects for a major division; may perform lead and training duties; exercises regular and substantial independent judgment and procedural knowledge in performing work requiring interpretation of rules, regulations, procedures, policies, and guidelines; performs related work as required.

DISTINGUISHING CHARACTERISTICS

This class is the advanced, technical and para-professional level in the office support series. This class is distinguished from the journey level Senior Office Assistant by the higher complexity and technical nature of assignments. Incumbents in this class serve as the key coordinator for Section administrative office activities, perform lead and training duties, and perform diverse and complex technical support work requiring technical or in-depth knowledge and training in specialized areas, projects, or programs, requiring application and understanding of the specialized or technical area. Incumbents are required to exercise substantial and regular independent judgment in performing work assignments, to handle and prioritize multiple high-level technical responsibilities for assigned functional area independently, and possess substantial knowledge and understanding of the functions of the work unit operations in performance of work assignments. Supervision and direction is received from a Senior Administrative Coordinator or Section Head.

EXAMPLES OF DUTIES

The following duties are typical essential duties for positions in this classification. Any single position may not perform all of these duties and/or may perform similar related duties not listed here:

All Positions:

- Provides courteous and expeditious customer service to the general public and City Department staff;
- Routinely adheres to and maintains a positive attitude towards City and department goals;

- Performs a variety of complex and responsible technical work in support of ongoing activities and projects for a major division and in support of professional/management personnel assigned to the division;
- May serve as key contact and office coordinator for a major section of a division;
- Conducts technical research and prepares specialized reports for presentation; develops procedures and maintains complex and detailed records;
- Recommends and assists in implementing office programs and related technical practices, procedures and policies;
- Serve as a technical source to subcontractors, contractors, government agencies, and the department;
- Orients new Section administrative/office support staff; performs lead and training duties as assigned; may assign, direct, or verify work of lower-level support staff;
- Exercises regular and substantial independent judgment and procedural knowledge in performing work requiring interpretation of rules, regulations, procedures, policies, and guidelines;
- Responds to technical inquiries and provides information and assistance; handles inquiries independently by imparting technical information about programs and procedures using substantial knowledge of functions of work unit; provides resolutions; obtains information from higher level management in order to resolve issues when necessary, rarely referring caller to another source;
- Prepares, and processes various administrative and financial documents and transactions for completion, accuracy, and conformance with established policies, regulations and procedures;
- Coordinates and participates in the compilation and tabulation of data for regular and ad hoc reports of the highest complexity; reviews and interprets source materials and interprets and applies applicable policies, practices and procedures; codes and posts data to logs and records; makes complex mathematical calculations; audits documents to ensure compliance with applicable statutes and regulations; researches and resolves discrepancies to ensure accuracy of reports; determines proper format for finished reports;
- Develops and implements software systems to monitor accounts, programs, and various division functions; troubleshoots technical problems and recommends corrective action; devises forms to collect and summarize data;
- Develops and maintains comprehensive spreadsheets involving formulas and links; develops and maintains comprehensive databases involving multiple reports; maintains an advanced level of proficiency and knowledge of spreadsheets, databases, and work program to ensure appropriate tracking and extracting of data;
- May perform limited assistance in the preparation of various employee transactions including time cards and injury reports; maintains daily equipment, time, material records, and overtime sheets; maintains various confidential employee records including performance evaluations, attendance, leave, certifications, training, safety, and related areas;
- Processes financial transactions including invoices and bills; monitors, orders, and stocks office supplies for work unit; assists in preparation of annual budget;

- Prepares correspondence, reports, staff reports, forms, lists, schedules, agendas, and related documents from rough draft and/or from oral or written direction independently requiring use of judgment based upon a thorough knowledge of the functions and procedures of the unit; may attend meetings and transcribe minutes from hand written notes or from recordings; proofreads materials for accuracy; copies, collates, staples and otherwise binds a variety of materials; assembles and prepares materials for mailing;
- Establishes and maintains files and various manual and electronic record keeping systems; manually and/or electronically sorts and files documents, maps, and records according to pre-determined classifications and determines new classifications as necessary; performs data entry into electronic systems; manipulates, summarizes, and extracts data for use in various reports; audits and ensures accuracy of records and files; retrieves manual and electronic materials from established systems;
- Receives, opens, date stamps, and distributes mail;
- Arranges and schedules meetings, conferences, workshops, and handles logistics;
- Operates a variety of office equipment, including computers and related software, calculator, facsimile, photocopier, scanner, two-way radio, and related specialized office equipment of the assigned unit.

In addition to the above duties, when assigned to Water Reclamation, may perform the following specialized/technical duties:

- Assists in the preparation of discharge monitoring reports; develops spreadsheets monthly for influent, recycle, and effluent for each facility; organizes all corresponding data for management staff in preparation for monthly, quarterly, and annual reports to the Regional Board;
- Maintains database of all Water Reclamation Plant/RIX compliance sampling for regulatory agencies; records and maintains daily activities/processes in preparation for reports;
- Manages the ECOBASE database system; maintains detailed records in the system maintaining laboratory analyses records; assigns parameter identification numbers for each sampling utilizing an active parameter listing for the system and working closely with the Regulatory Compliance Coordinator; develops sampling schedules for two facilities;
- Creates and maintains chain of custodies for all sampling; ensures that all sampling is scheduled as directed for the two permits by following the monitoring and reporting programs; schedules specific site sampling in accordance with pertinent rules and regulations; assigns new site identification numbers; reads flags and determines whether the parameters are coming across as per chain of custodies;
- Develops various standard and ad hoc complex reports;
- Collects, organizes, and records all data from external laboratories; manages database for laboratory data; enters data via electronic transfers from outside laboratories or manually; searches, retrieves, and creates reports and spreadsheets for use in preparation of the discharge monitoring reports;
- Collects data and maintains spreadsheets for utilities, sludge hauling, grit and screening, and laboratory costs; reconciles invoices in preparation for payment;
- Develops, organizes, and distributes correspondence working with the plant supervisor related to certification applications, monthly bio solids certifications, well reports, "503 reports" and monthly operations reports;

- Develops and maintains the computerized preventative maintenance system; performs data entry of equipment and assigns frequency of service; creates job plans and checklists for supervisors; generates work orders for all divisions; maintains schedules to meet AQMD regulations;
- Develops Water Department Safety Newsletter; determines content; creates organizational charts and other graphics for various reports;
- Manages and determines disposition of records; prepares documents for archiving and participates in quality control;
- Performs daily administration of documents for the facility's pretreatment program, septic program, and silver waste program; creates, maintains, and revises multiple databases;
- Maintains detailed and complex manual and electronic records related to environmental control including permits, sampling, and inspections; issues notices of violation; tracks compliance; maintains records of permit issuance;
- Maintains the Enforcement Response Plan, Domestic Waste Hauler Ordinance, Water Reclamation Emergency Preparedness, Water Reclamation Hazardous Materials Emergency Business Plan, and MDS Standard Operating Procedure;
- Analyzes and researches permit history and performance;
- Compiles, researches, and verifies information for billing, payroll, customer service, permit holders, budgetary requirements, and reporting requirements for other agencies.

In addition to the above duties, when assigned to Water Utility, may perform the following specialized/technical duties:

- Prepares and maintains various agency and departmental emergency and policy/procedure manuals;
- Prepares, coordinates, and maintains engineering board packets, agendas, request for proposals, specifications, project status report, professional services agreements, and annual engineering project summary;
- Coordinates and prepares in final format the IVDA consumer confidence report;
- Prepares cost letters and contractor-installed letters; assists engineering staff with contractor-installed checklist packet;
- Participates in the administration of the department's backflow prevention device testing/cross connection control program; issues quarterly and weekly notices; monitors compliance; posts test results;
- Initiates geothermal billing; performs calculations to determine rates;
- Coordinates and monitors the scheduling of all testing required by State and Federal and related regulatory agencies; coordinates and maintains Water Quality Sample Schedule and frequency of testing for active production wells and GAC plants;
- Collects, disseminates, and records data and prepares monthly reports including Fire Hydrant flushing and radiological report to submit to regulatory agencies as required;
- Composes follow-up correspondence related to water quality concerns;
- Maintains files of all water quality testing with special attention to well, EPA well, and GAC plant files.

QUALIFICATIONS

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

Knowledge of:

- Modern office practices, procedures, equipment, and organization;
- Technical aspects of Water Utility and/or Water Reclamation work;
- Specialized Water Utility and/or Water Reclamation reporting;
- Advanced office record keeping and computer systems;
- Business accounting principles and terminology; intermediate business math;
- Correct English usage, grammar, spelling, and punctuation;
- Preparation of business correspondence;
- Advanced office techniques involving classifying, indexing, processing, retrieving and controlling a large volume of records;
- Public relations and telephone techniques;
- Word processing, spreadsheet, and data base techniques at an advanced level.

Ability to:

- Organize and implement programs and projects;
- Maintain confidentiality of sensitive or privileged information;
- Perform advanced administrative and technical work involving the use of a computer and sophisticated/specialized software systems;
- Receive, research, and provide technical information over the telephone in order to successfully resolve inquiries and/or complaints;
- Write legibly;
- Understand, interpret and explain to others pertinent procedures and functions quickly and apply them with substantial independence;
- Communicate effectively both orally and in writing;
- Understand and carry out a variety of complex assignments with regular substantial independence from oral and written instructions;
- Interpret and apply rules, regulations, policies and procedures applicable to the office or work area in which employed;
- Compile and interpret a variety of technical data and prepare accurate financial and statistical and detailed documents, reports, correspondence and other materials;

- Proofread and detect errors in grammar, spelling, and punctuation;
- Utilize computers and various software including word processing, databases, and spreadsheets at an advanced level in order to create office/business systems for assigned work functions; create templates, forms, and reports to track and retrieve data;
- Establish and maintain effective working relationships with those contacted in the course of work;
- Organize, prioritize work assignments independently;
- Perform simple mathematical calculations;
- Keyboard at a net speed of 45 word per minute;
- Establish and maintain complex filing systems;
- Proofread and detect errors in grammar, spelling, and punctuation;
- Compose correspondence and quantitative reports requiring thorough understanding of the functions of the work unit;
- Maintain a driving record which meets Vehicle Code Standards and is acceptable to the Department and its insurance carrier.

MINIMUM QUALIFICATIONS

- Education:** Graduation from high school, or equivalent, preferably supplemented by the completion of specialized office, business, and computer coursework;
- Experience:** Three (3) years of progressively responsible office/administrative experience (equivalent to a Senior Office Assistant at San Bernardino Municipal Water Department) in performing journey/advanced level administrative, technical, financial, and/or customer service functions; and ability to demonstrate word processing, database, and/or spreadsheet proficiency at an advanced level (depending on position) and keyboard at a speed of 45 wpm.

NECESSARY SPECIAL REQUIREMENTS

Possession of a valid Class "C" California Motor Vehicle Operator's License. For out of state applicants, a valid Driver's License is required and a valid Class "C" California Motor Vehicle Operator's License must be obtained within ten (10) days of appointment (CA Vehicle Code 12405c).

PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS

Work involves exposure to potential physical harm, hazardous chemicals, and infectious disease. There is frequent need to stand, sit, stoop, walk, and perform other similar actions during the course of the workday. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

Incumbents require sufficient mobility to work in an office setting and operate office equipment, transport materials and supplies weighing up to 25 pounds, and to travel to various locations. Must be able to see in the normal visual range with or without correction with vision sufficient to read small print, computer screens and other printed documents. Must be able to hear in the normal audio range with or without correction. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

CAREER LADDER

From: P/T Technical Assistant

To: Technical Assistant

Job Description:

CSB Approved: 9/14/2004

Testing Standards:

Open/City Promo/Written/Civil Service Oral: 9/14/2004