



POSITION DESCRIPTION AND QUALIFICATIONS

Executive Assistant/Operational Support Person

FSLA: Non-Exempt

Reports to: District Manager/Director of Operations & Engineering

Page 1 of 4

GENERAL STATEMENT OF CLASS

The Executive Assistant/Operational Support Person reports to both the District Manager and Director of Operations/Engineering. It is a full-time position but some flexibility in office hours can be arranged with other staff as long as full coverage is provided to visitors during office hours – Monday through Thursday from 8:00 AM to 4:30 PM.

EXECUTIVE ASSISTANT/OPERATIONAL SUPPORT - ESSENTIAL DUTIES

The Executive Assistant/Operational Support Person performs a variety of general administrative and public relations duties but is not limited to: administrative, public outreach, human resources, customer service, capital support, fire flow applications, new services and meters, work orders and inventory, hydrant meter, backflow tracking, Seattle Public utilities facility charges, water system extension agreement (WSEA), records management and documentation. The following is a list of examples of work for each duty.

EXAMPLES OF WORK

Administrative

- Posts agenda and minutes to website to be in compliance.
- Coordinates filing of board packets, minutes, and resolutions
- Assist with training, conference registration, and travel
- Assist with maintaining District Code Books
- Assist with printing annual budget books
- Assist with collecting and reporting performance measures

Public Outreach

- Select and coordinate the different after-hours public events such as savvy gardener classes. Includes advertising, and communicating with the customers, coordinates with the presenters, prepares the Board room for the event the day of, coordinates food and drink for the attendees. Collects and transfers evaluations to Conservation Committee.
- Services as the District representative on the Saving Water Partnership committee.
- Coordinates with customers about Board room rentals, including what items they are asking to use, making sure the room is set up appropriately and is open/closed when not in use.
- Tracking and ordering supplies for various events.



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Page 2 of 4

Human resources

- Assist with onboarding of new employees
- Assist with arranging employee classes and workshops
- Assist with maintaining District Personnel Manual
- Research new employee benefits and requirements as needed

Office Support

- Back up for phone coverage as needed

Capital Support

- Manages the Small Works and Engineering Roster.
- Track consultant and contractor invoices in excel
- Assist with the annual capital budget preparation
- Help maintain hard copies and server file organization of capital projects

Fire Flow Applications

- Assist or direct customers with questions regarding the Fire Flow Analysis applications and Fixture Count worksheets
- Submit payment information for receipting into Springbrook to the appropriate person.
- Create and submit a task order (remittal document) authorizing the engineering firm to perform a fire flow analysis
- Obtain approval from Director of Operations and Engineering
- Create a Certificate of Water Availability (CWA) and Fire Flow letter
- Deliver documents to customers/applicants
- File applications and save to the server

New Services and Meters

- Draft meter cards with the relevant information and forward to Director of Operations for review
- Submit payment information for receipting into Springbrook to the appropriate person
- Submit meter card to Operations Lead for installation.
- Track meter costs for each new or upgraded service



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Page 3 of 4

Hydrant Meters

- Coordinate the check out and return of hydrant meters
- Complete hydrant rental form and forward the deposit payment to the appropriate person to receive it into Springbrook
- Create refund or invoice to be reviewed by Director of Operations.

Water Quality – Backflow Tracking

- Generate and send initial letters (monthly) and follow up letters as needed
- Verify that letters are being sent to the correct person or representative and update Swift Comply as needed.
- Generate and update the current list of backflow testers to be sent with the letters.
- Assist with the Annual Summary Report if needed
- Assist with scheduling surveys with customers.

Seattle Public Utilities (SPU)

- Track SPU facility charges received from:
 - New services installed without a WSEA at time of payment
 - New services installed with a WSEA when the WSEA is completed
- Complete and remit, with payments, a monthly report to SPU

Records Management

- Maintain files for all activities identified.
- Coordinate storing and organizing all archived records in compliance with State record retention guidelines and regulations

Documentation and Training

- Create and update documentation of processes and policies
- Participate in training

Other Duties as assigned



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Page 4 of 4

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED

Ability to organize job duties so that tasks on a deadline can be completed while still responding to the ever-changing demands of customers – the ability to multi-task effectively is a key ability required of this position. **Outstanding communication (listening and speaking), customer service, problem solving and interpersonal skills required.** Intermediate to advanced knowledge and experience with Microsoft Excel, Microsoft Word and Power Point is required. Must be able to speak and write clearly in English.

TRAINING, EXPERIENCE AND LICENSING

High school graduate or GED equivalency required. An associate degree in administrative services, bookkeeping, or general studies or equivalency. Two (2) years in delivering outstanding customer service. One (1) year of prior experience working for a public – government employer is preferred (this experience can be concurrent with the 2 years of experience identified above).

PHYSICAL REQUIREMENTS:

The work of this position is performed in an air-conditioned office environment. The work is subject to frequent interruptions from customers, management, and associates; The employee may sit for extended periods of time and is required to move about the office easily and quickly from the front counter to the drive-thru window. Must be able to lift 10-40 pounds lifting files. Must be able to calmly and professionally respond to the occasional disrespectful and demeaning customer.

NOTE: The above job description is intended to represent only the key areas of responsibilities; specific positions assignments will vary depending on the business needs of North City Water District.

All employees are subject to Drug Testing & background checks.

Probationary review at 4 and 8 months.