



A STATE OF  
CALIFORNIA  
PUBLIC AGENCY

# QUAIL VALLEY WATER DISTRICT

## BOARD OF DIRECTORS

Dan Casteel  
Randy Hardenbrook  
Oscar Perez  
Linda Rezac  
David Romo

## Office Technician/Executive Assistant

QUAIL VALLEY WATER DISTRICT  
Revision Date: Jul 26, 2015

### **DESCRIPTION:**

To serve as Secretary to the General Manager and the Board of Directors; to prepare and distribute the Board agenda; to maintain official records of Board proceedings and actions; to perform technical duties in the preparation of the District's payroll; to process wage and other compensation payments; to prepare and distribute reports related to payroll activities and other financial operations; to solve customer challenges to the satisfaction of the customer; to receive and process applications for service and payments for water service; to respond to customer inquiries and complaints; and to perform varied and routine customer care duties; to process customer billings; process night drop and mailed payments; coordinate customer collections; and to perform varied and routine customer accounting duties; to prepare, maintain and analyze a variety of fiscal and accounting records, statements and reports; to assist in the formation of policy options governing the District's financial accounting systems and procedures.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives direction from the General Manager

### **EXAMPLES OF DUTIES:**

- Gathers and organizes a variety of information and materials for the General Manager, District Board of Directors, and District staff; compiles materials and other information, preparing and distributing the Board agenda under the direction of the General Manager.
- Attends Board, Committee and other meetings as requested, developing and maintaining minutes, resolutions and actions.
- Maintains official records of Board proceedings and actions.
- Establish and maintain a variety of records and files.
- Maintain list of deeds, easements, recorded easements, and title insurance policies.
- Conduct District elections and perform all related recordkeeping duties.
- Assist in the formulation of policy governing the operations of the District's financial systems.
- Monitor the District's financial condition, analyze financial statements and prepare reports identifying trends and irregularities.
- Assist in the preparation of the District's budget and forecasting future revenue levels and expenditure patterns.
- Review the general ledger in preparation for audits and prepare schedules for auditors, prepare annual financial statement.
- Perform reconciliation of general ledger accounts and various bank accounts and other financial transactions.
- Calculate wages/payments and other payroll-related payments such as overtime, vacation, sick leave, holiday pay and various payouts; review submitted information and as necessary, verify accuracy of information.
- Process and input data from employee time sheets and independent contractor/consultant invoices.

- Calculate and make authorized and/or required payroll transactions and payments in accordance with Federal and State rules, regulations, and laws; process related transactions, including automatic deposits, garnishments, and payment to District funded and/or individual retirement, or insurance vendors.
- Run trial reports of payroll payments and deductions and review for accuracy and compliance according to applicable rules and regulations.
- Prepare and submit quarterly, annual, and other periodic reports and notices, including labor statistics and various employment taxes; prepare, balance, and distribute W-2 and 1099 earnings statements to employees, contractors, and required agencies.
- Process payroll action forms; prepare and distribute leave reports; provide documentation to assist with Workers' Compensation.
- Respond to a variety of customer questions and provide assistance regarding billing, door tags, shut-offs, and collections.
- Receive and process night drop payments/payments by mail and customer deposits and general ledger receipts; sort payments by category and use a computerized system to enter payments, and balance and post data.
- Coordinate the collections process for both current and former customers of the District, process rejected payments.
- Process all returned mail and update mailing addresses from postal service.
- Coordinate lien placement; process payoff demands and bankruptcies.
- Perform a variety of clerical duties including typing, document scanning, and filing.
- Serve as a counter representative or telephone representative, accepting applications for service, closing accounts, answering customer account inquiries, and providing routine changes to accounts within established standards and guidelines; provides a professional image to customers, co-workers, and other agencies.
- Respond to a variety of customer care questions and provide assistance regarding matters such as the status of accounts, water service application processes, water quality, and District policies and procedures; refer to appropriate departments as necessary.
- Receive and process payments and customer deposits and general ledger receipts; sort payments by category and use a computerized system to enter payments, and balance and post data.
- Balance cash receipts; verify and reconcile computer produced reports and records; adjust customer accounts and grant payment extensions and waive fees as appropriate.
- Accept applications for service and enter data into a computerized system; set up new accounts for residents or developers/contractors for new parcels and construction meters; review associated documents such as deeds, rental agreements, and drivers' licenses.
- Complete quality control on processing of move in/out requests.
- Process closing account requests.
- Respond to customer emails.
- Process deposit refund requests.
- Interact with field staff regarding service start-up, and scheduled or immediate shut-downs; request investigation of field conditions, inconsistent or unusual meter readings, meter audits/meter re-reads; prepare related service tags and work orders.
- Perform a variety of clerical duties including typing, document scanning, and filing.
- Assist other District staff as needed and perform related duties as assigned.

**TYPICAL QUALIFICATIONS:**

Knowledge of:

Operations, procedures, policies, and precedents of the District.  
 Office management principles, operations and procedures.  
 Development and maintenance of filing systems.  
 Agenda preparation and distribution requirements.  
 Notification and publication requirements for Board actions, ordinances and resolutions.  
 Special District election processes and recordkeeping requirements.  
 General accounting principles and practices.  
 Advanced bookkeeping and financial record keeping methods and practices.  
 Modern office procedures and methods, including computer software related to accounting processes.  
 Pertinent local, State and Federal rules, regulations and laws.  
 Principles and practices of customer service and interaction with the public.  
 Basic record keeping practices and procedures.  
 Basic arithmetic functions including addition, subtraction, multiplication, division and calculation of percentages and fractions.  
 Principles and practices of basic business correspondence including proper English usage, spelling, punctuation, and grammar.

Ability to:

Perform a variety of complex and responsible administrative support activities for the General Manager, Board of Directors, and District staff.

Prepare agenda, minutes, and records for the Board of Directors.  
Prepare correspondence, written public information materials.  
Prepare and maintain accurate and complete confidential records and reports; review, process, and maintain sensitive materials.  
Audit and analyze accounting systems and procedures to determine compliance with applicable laws, regulations, and policies.  
Perform responsible clerical accounts payable and receivable work.  
Intermittently, review documents related to assigned duties; 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 up to 20 pounds.  
Learn to use specialized accounting software.  
Perform rapid and accurate arithmetic calculations; use a 10 key calculator.  
Use word processing, spreadsheet, and database software applications.  
Set up and maintain records and files; maintain logs and ledgers.  
Balance general ledger accounts.  
Perform technical duties in the preparation and processing of the District's payroll, wage, and other compensation payments.  
Intermittently review documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret, explain, and apply department and District policies and procedures to the public and employees.  
Prioritize work and meet recurring and/or required deadlines related to payroll processing, report generation and submission to internal management and external agencies.  
Perform responsible clerical accounts payable and receivable work.  
Operate a typewriter, calculator, computer terminal, and other office equipment.

#### Experience and Training

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

#### Experience:

Two years of responsible computerized payroll processing experience.  
Two years of responsible experience in a customer service capacity.  
Two years of responsible experience performing accounting/clerical/billing/collection duties desirable.  
Two year responsible experience performing duties of corporate or governmental body secretary.

#### Training:

Equivalent to the completion of the twelfth grade. Additional specialized training in billing, accounting, payroll, and customer service is desired.

#### License and Certificate

Possession of, or ability to obtain, a valid California Driver's License.

#### **SUPPLEMENTAL INFORMATION:**

#### **PHYSICAL REQUIREMENTS AND WORKING CONDITIONS**

1. Communicate clearly and concisely, both orally, and in writing.
2. Hear normal conversation in person and/or on the telephone.
3. Vision must be sufficient to accomplish the duties of the position, which may include operating a District vehicle.
4. Sit for prolonged periods of time.
5. Manual dexterity must be sufficient to accomplish the duties of the position.
6. Push and pull 25 pounds.
7. Lift and carry 25 pounds.
8. Stand for prolonged periods of time to include frequent twisting, kneeling, stretching, bending, stooping, crouching, crawling, climbing, and squatting.
9. Exposure to hazardous machinery.
10. Works in an environment with exposure to dust, dirt, and significant temperature changes between cold and heat.