

OFFICE SUPERVISOR

POSITION

The Linda County Water District (District) is accepting applications for the classification of Office Supervisor. The current opening is a full-time position in the District office, benefitted after a probationary period of not less than 6 months. The current vacancy is on the District's administration and customer service team. The normal work schedule is Monday through Friday, 8:00 am to 5:00 pm. This is a union position.

COMPENSATION

Starting compensation for this position is \$4,194.67 monthly.

DEFINITIONS

Supervises staff and preforms a variety of highly complex administrative functions in support of the District Manager or District Secretary. Examples of duties include, but are not limited to, the following: coordinating work processes, training staff and appraising performance, developing various complex (sometimes confidential) reports requiring extensive research and the gathering of information and/or statistics, developing and maintaining various filing systems, assisting in and/or developing policies and procedures.

DISTINGUISHING CHARACTERISTICS

This position is distinguished from the Account Clerk series and is responsible for highly complex clerical accounting work as well as technical and functional supervision over assigned staff. Receives general supervision from District Secretary and/or General Manager.

EXAMPLES OF ESSENTIAL DUTIES

Duties may include, but are not limited to, the following:

Oversee the daily office procedures and workflow of the department as well as many of the business functions; perform clerical functions; process routine and non-routine matters independently; receive, review, process, and may approve various financial records and transactions, ensuring accuracy and adherence to policy; relieve District Secretary of routine administration details such as checking financial reports for accuracy and conformance to policies and standards, monitor and communicate departmental policies and procedures; and update publications for final approval.

Carry out supervisory/ managerial responsibility in accordance with policies, procedures, and applicable laws including; assigning and directing work, establishing deadlines, appraising performance, recommending employees to the District Manager for reward or discipline, addressing complaints, and resolving problems.

Assist the public and the District employees by answering inquiries about departmental policies, procedures, and programs related to utility billing, accounts payable/receivable, or consolidated billing; process incoming and outgoing mail.

Provide customer service at the counter, by telephone, or by e-mail; receive money and issue receipts; balance daily cash drawer.

Research and resolve discrepancies; respond to customer questions regarding utility bills, payments, and account information. Print service orders and coordinate with other District departments for the turn on and off of water and sewer services.

Maintain records of monies received; credit card payments, post to ledgers, reconcile, balance and audit accounts; complete bank deposit documentation. Build and maintain positive relationships with co-workers and the public using principles of good customer service.

Provide information, advice, feedback, or assistance to others within the department to resolve problems. Relay and interpret administrative decisions, policies and instructions; answer various inquiries; explain policies and procedures.

Coordinate department information systems projects/needs, arrange for system or software installation or upgrades, and/or preforms or schedules related training for staff members.

Format and type letters, memos, charts, labels, reports, or other correspondence on a computer and proof correspondence and related documents; compose correspondence in accordance with standard policies, type documents containing complex terminology; prepare complex, routine and non-routine reports (including annual reports) as requested utilizing a variety of software; receive, sort, and summarize material for the preparation of reports; prepare work reports; maintain files associated with same.

May serve as backup for other positions within the department, confer with upper management to keep them informed on key issues and progress toward objectives and to gain their support and approval, make recommendations to assist management in making needed improvements.

Perform other related duties as assigned.

DESIRED QUALIFICATIONS

Education and Experience:

Associate's degree or equivalent from a two-year college; AND, four years of progressively responsible experience performing administrative and office duties, with at least 1 year of demonstrated lead worker experience; or an equivalent combination of training and education. Experience working with a public or government agency.

Knowledge of:

Administration of staff and activities

Principles of customer service

Basic practices of handling cash and various methods of payment

Office administrative and secretarial practices and procedures such as business letter writing and operation of standard office equipment, including a personal computer, and explain operations and problem solve office issues for the public and with staff.

General office procedures, policies, and practices, as well as knowledge of ten-key, computer applications (including Microsoft Office suite) and hardware and other general office equipment related to the procedure of the essential functions of the job.

Skill in:

Planning, organizing, assigning, directing, reviewing and evaluating the work staff.

Selecting and motivating staff and providing for their training and professional development.

Using tact, discretion, initiative and independent judgment within established guidelines.

Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.

Communicating clearly and effectively, both orally and in writing, with internal staff, citizens, and other department staff in order to give and receive information in a courteous manner.

Mental and Physical Ability to:

Understand and carry out written and oral instructions, giving close attention to detail and accuracy.

Apply logical thinking to solve problems or accomplish tasks. Understand, interpret, and communicate complicated policies, procedures and, protocols.

Establish and maintain effective working relationships with others.

Draft and type correspondence.

Add, subtract, multiply, and divide whole numbers, common fractions, and decimals.

Deal with problems involving several concrete variables in standardized situations.

Perform the essential functions of this job, regularly requiring the incumbent to sit; use hands and fingers; handle or feel objects, reach hand and arms, and speak and hear.

Lift and carry, push/or pull, or move items weighing up to 20 pounds.

Special Requirements:

Possession of a valid California Driver's License by date of appointment. Employment with the District requires a pre-employment drug screening and will require successful completion of a medical examination and background check.