

JOB DESCRIPTION

Administrative Assistant

Date Prepared: November 2014

SUMMARY: Under general supervision, provides skilled administrative, technical support, and customer service duties for management and operations staff of the Santa Cruz Port District (District); uses knowledge of District operations, policies, and procedures to assist staff and clients.

ESSENTIAL FUNCTIONS: -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:*

- Using knowledge of District operations, policies, and procedures, performs administrative and customer service duties for District management, and operations staff, customers, tenants and visitors. Performs technical support functions and special assignments for District management, requiring understanding of District operations, procedures, and terminology.
- Maintains District files and client accounting records; maintains marina management database; processes monthly and annual billing statements; compiles and tracks a variety of technical and statistical reports; resolves complex problems encountered in marina management software.
- Maintains District lease files and tenant accounting records; collects and compiles tenant rent payments; initiates default notices; assists with requests for proposals and lease development; and creates and updates a variety of informational reports.
- Schedules, provides public notice of, and attends Port Commission regular and special meetings and records action taken.
- Maintains official District documents and records, including Port Commission legislative actions.
- Creates, designs and distributes informational material to customers and visitors, including monthly newsletter; maintains and updates Port District's website. Provides administrative support for public bidding; maintains contract document records in accordance with District policy and state law.
- Maintains confidentiality of Port Commission closed meetings in accordance with the Brown Act.
- Maintains confidentiality of personnel records.
- Provides customer service, information, and assistance to customers and clients; answers questions and resolves issues within scope of authority.
- Provides administrative and clerical support to Port Commission, including meeting agendas and minutes.
- Explains District rules, policies, and procedures; retrieves and releases information according to procedures. .
- Maintains calendars, coordinates schedules, and arranges and sets up meetings. Reviews, approves and issues special event permits within designated authority. Processes purchase requests within purchasing authority; maintains supplies inventory.
- Resolves routine problems encountered in performance of work assignments
- Answers phones and walk-in inquiries about District services, programs, and records; explains rules, policies, and procedures; provides information and assistance within scope of authority and training; refers matters beyond the scope of authority to supervisor for resolution.
- Supports the relationship between the District and the general public by demonstrating courteous and cooperative behavior when interacting with visitors and District staff; maintains confidentiality of work-related issues and District information; performs other duties as required or assigned.

MINIMUM QUALIFICATIONS:

Education, Training and Experience Guidelines:

Associate's Degree in Business or Public Administration, or related field, and three years' secretarial and administrative support experience, preferably with District or other public sector agency; OR an equivalent combination of education, training, and experience.

Knowledge of:

- District organization, operation, policies, and procedures.
- District functions, political environments, and compliance standards.
- State and federal rules and regulations covering special district governments, public contracting, and harbors.
- Research techniques, internet resources, and marine operations terminology.
- Principles of record keeping, public records, contracts management, and records management.
- Professional standards for business correspondence and meeting minutes.
- Customer service standards and protocols.

Skill in:

- Performing administrative support work involving the use of independent judgment and personal initiative.
- Interpreting and explaining District policies and procedures.
- Researching technical and financial issues, and compiling data for reports and technical documents.
- Prioritizing and completing assignments with minimum supervision.
- Composing and editing correspondence, reports, and other documents, using proper composition and grammar standards.
- Researching, compiling, and reviewing data for special projects, and preparing summary reports.
- Entering data into a computer system with skill and accuracy, and maintaining electronic records and files.
- Organizing work activities and meeting critical time deadlines.
- Providing effective customer service, and dealing tactfully and courteously with the public.
- Operating a personal computer utilizing standard and specialized software.
- Communicating effectively verbally and in writing.

LICENSE AND CERTIFICATION REQUIREMENTS:

A valid California State Driver's License may be required.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Work is performed in a standard office environment.