

TWAIN HARTE COMMUNITY SERVICES DISTRICT JOB DESCRIPTION

POSITION: ADMINISTRATIVE COORDINATOR / BOARD SECRETARY

CREATED: February 13, 2020

1. General Job Description

Under the direction of the General Manager and with minimum supervision, coordinates, oversees and/or supports various administrative functions including, but not limited to, serving as the District's board secretary, public relations, project management, human resources, and customer service for the District's water, sewer, fire, park and administrative departments. The position will also be responsible for other miscellaneous duties as assigned.

2. Functions and Responsibilities (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

2.1. **Board Secretary** – manages and completes board-related special district requirements including but not limited to:

- Functioning as the official recording secretary and minute taker for the Board of Directors.
- Completing and distributing agendas, preparation and follow-up materials for all Board and Committee meetings.
- Ensuring board compliance with the Ralph M. Brown Act and other pertinent laws and regulations.
- Overseeing creation and revision of resolutions, policies, ordinances and administrative standard operating procedures.
- Serving as a liaison for district election proceedings including board member elections and or special assessment/tax elections.
- Maintaining the Board calendar.
- Coordinating and tracking board related trainings and travel.
- Creating, implementing, and maintaining a uniform District wide paper and electronic records management and retention filing system in compliance with applicable laws and serving District needs.
- Responding and/or coordinating response to public records requests.

2.2. **Public Relations** – oversees and performs a full range of public outreach duties in accordance with the District's strategic planning goals including but not limited to:

- Establishing and maintaining collaborative relationships with the community, public interest groups, outside organizations, and District departments.
- Developing public outreach strategies and campaigns that will promote community engagement and District ideas, objectives, or services.
- Coordinating public outreach events, appearances, contests, tours, and educational programs that increase District awareness and/or market specific activities.
- Overseeing and participating in the development and distribution of educational, informational and promotional materials including press releases, newsletters, billing inserts, website/social media posts and responses, surveys etc.
- Creating and maintaining effective communication methods with customers and community.
- Gathering and presenting community and stakeholder input.
- Coordinating with the media as a representative of the District.

2.3. **Administrative Coordination** – coordinates and performs a wide variety of administrative duties to support the General Manager and departmental or program operations including but not limited to:

- Creating and maintaining systems to provide administrative efficiencies, organization and quality.
- Assisting the General Manager with various administrative functions, such as policy development, strategic planning, budget management, project management, staff coordination, human resources, etc.
- Overseeing development of standard administrative operating procedures.
- Developing and administrating recreational and other programs.
- Managing or assisting with departmental special projects on an as-needed basis.
- Completing and overseeing routine clerical work, including document preparation, filing, faxing, emailing, classifying and indexing records, copying, etc.

2.4. **Human Resources Coordination** – serves as District coordinator/communicator regarding employee benefits including but not limited to:

- Evaluating and understanding the district health and welfare program requirements and recommending new or different programs as needed.
- Coordinating annual open enrollment periods for health and welfare programs and submitting all necessary information as required.
- Serving as a point of contact for District employees related to basic health and welfare program questions.
- Functioning as a liaison between the District's workers compensation insurance company and department heads.

2.5. **Customer Service Support** – serves as the primary backup to the Customer Services Representative, performing customer service tasks, including but not limited to:

- Developing and maintaining a robust understanding of primary Customer Service Representative job functions and common customer needs and functions.
- Providing a friendly, helpful and professional customer service experience to District customers through in-person, phone and written interaction.
- Utilizing billing software to provide information to customers and staff.
- Assisting customers with reservation of District facilities.
- Receiving and processing customer payments.
- Serving at the front desk and answering phones.
- Communicating District ordinances, regulations, policies and practices in a simple and clear manner.

3. Required Qualifications

3.1. Knowledge of:

- Common public relations courtesies, practices and techniques.
- Modern office practices, methods, and computer applications, including word processing, web design, basic graphics design, social media platforms, database, automated account record keeping, spreadsheet applications.
- English usage, spelling, grammar vocabulary and punctuation.
- Business letter writing and the standard format for reports.
- Principles and procedures of record keeping.

3.2. Ability To:

- Work effectively in a team-based organization focused on continuous improvement.
- Establish, maintain and foster positive relationships with customers, district personnel, board members and the community.
- Learn and understand the organization and operation of the District to assume assigned responsibilities.
- Use tact, initiative, prudence and independent judgment within general policy, procedural, and legal guidelines.
- Use computers and applicable software, including Microsoft Word, Excel, Outlook, and website software.
- Understand and follow written or verbal instructions.
- Communicate clearly and concisely, both orally and in writing.
- Learn and apply administrative and financial policies and procedures.

- Establish and accurately maintain a variety of filing, record keeping, and tracking systems.
- Work effectively with minimal supervision - organize own work, set priorities, and meet critical time deadlines.

3.3. Education, Certifications and Experience

- Education: Bachelor's degree or equivalent is required.
- Licenses: Class C California Motor Vehicle Operator's License with a satisfactory driving record to maintain insurability is required.
- Experience: Minimum of two (2) years of experience in high level administrative and customer service and (2) two years of experience performing or managing communications/public outreach.
- A combination of training, education and/or experience which demonstrates possession of the knowledge and abilities stated above and the ability to perform the duties of the position may, at the discretion of the General Manager, be accepted by the District in lieu of the experience requirements.

4. Desired Qualifications

- 4.1. Public sector experience with a California Special District or other governmental entity.

5. Basic Work Hours: Part-Time

- 5.1. This is a part-time position with an estimated average of 20 hours/week. Schedule and actual hours per week will be flexible based on needs of the District. The majority of hours must be worked at the District offices during normal office hours: Monday through Friday from 7:00 a.m. to 4:00 p.m.

6. Working Conditions

- 6.1. Environmental Conditions – Office environment; exposure to computer screens.

6.2. Physical Demands

- Lifting/carrying: Raises, lowers and transports boxes up to 25 pounds.
- Stooping: Bends body downward and forward by bending at the knees or waist.
- Sitting: Remains in a seated position for up to 8 hours a day.
- Talking: Expresses ideas and shares information by means of spoken word in person or by telephone.
- Hearing: Hears to receive communication in person and by telephone
- Hands/Arms: Operates computer for up to 8 hours a day.
- Vision: Reads written documents or computer screens for up to 8 hours a day. Operates vehicles and office equipment.