

CENTRAL OREGON IRRIGATION DISTRICT

POSITION DESCRIPTION

POSITION TITLE: Administrative Assistant/Receptionist
DEPARTMENT: Office
FLSA STATUS: Non-Exempt
SALARY CLASSIFICATION: Classification 4

EMPLOYEE GROUP: Administrative Staff

PURPOSE OF POSITION:

- Provide exceptional customer service to COID Patrons, the Public and Staff through professionalism, **patience**, and a “people-first” attitude.
- Curate and deliver accurate and timely responses or information to your customers on a variety of communication devices including, phone, email, video chat, website, social media and in person visitors.
- Ensure office equipment and programs are updated, properly maintained, and accounted for.
- Provide administrative support to your teammates including general clerical and office operations.
- Assist in executing the marketing and communications plan including Facebook, website and newsletter management.

ESSENTIAL JOB FUNCTIONS:

- o Manage the front desk.
 - o Receive telephone calls and visitors promptly, courteously and professionally.
 - o Assess information requests and direct them to the appropriate staff member.
 - o Receive and record receipt of developer plans and fees and distribute to the appropriate department.
 - o Prepare documents, such as applications, letter, etc for different projects as requested.
- o Provide IT and Marketing support
 - o Monitor status of software licenses and fees and maintain and/or acquire licenses when directed.
 - o Create and maintain computer hardware log
 - o Coordinate IT software support, phone support, hardware repairs and upgrades.
 - o Maintain phone system and plan for updates as necessary.
 - o Coordinate the repair and maintenance of the office equipment.
 - o Create Facebook posting calendar with content and schedule posts.
 - o Monitor Facebook activity and respond to comments in a timely manner
 - o Update and monitor website as needed
 - o Assist in newsletter production and distribution
- o Complete clerical duties to ensure efficient and effective office operations.
 - o Maintain and organize inventory of office supplies.
 - o Set up and coordinate meetings and conferences, including meals and tours, as requested.
 - o Make travel arrangements, including meeting registrations.
 - o Deliver outgoing mail to the mailbox.
 - o Retrieve faxed documents and distribute them appropriately.
 - o Ensure the postage system is updated and operational.
 - o Sign for deliveries as required and notify the appropriate personnel.
 - o Maintain the petty cash funds and reconcile fund activity weekly.
 - o Update, prepare and send out new patron welcome packets

- Manage replenishment of kitchen and board room supplies and daily cleanliness
- Assist with any other assigned job tasks.

- Manage title company water rights inquiries
 - Retrieve inquiry request forms.
 - Access water right information on the system and complete the form appropriately.
 - File inquiry forms.
 - Bill title companies.
 - Track title company payments.
- Assist Safety Committee Chair
 - Prepare agenda, schedule meetings, take meeting minutes and disburse to committee members.
 - Maintain employee training certificates and schedule necessary trainings
 - Assist committee chair with planning meeting content
- Complete other assigned projects as required.

JOB QUALIFICATION REQUIREMENTS:

Mandatory Requirements:

High school diploma, or equivalent, plus an Associate's degree or equivalent from two-year college or technical school or a combination of training, education, and experience that is equivalent to the employment standard listed above and that provides the required knowledge and abilities. Knowledge of principles and procedures and office administrative practices.

Must demonstrate the following competencies:

- Provide customer service through professionalism, patience and people first attitude
- Ability to understand and communicate effectively both orally and in writing.
- Ability to handle stress and to work in stressful situations.
- Ability to work independently within general guidelines.
- Possess excellent time management skills and ability to efficiently prioritize work tasks.
- Demonstrate precision, accuracy and attention to detail in work.
- Ability to responsibly handle confidential information.
- Ability to establish an effective working relationship with teammates and with District patrons.
- Ability to write general correspondence.
- Proficient in using all Microsoft applications.
- Ability to perform basic mathematical functions including addition, subtraction, multiplication, division to make simple calculations accurately.
- Ability to operate a computer, calculator and other office equipment accurately and quickly.
- Ability to accurately file and retrieve records.

Special Requirements/Licenses:

A valid Oregon driver's license is required. Employee must have a safe driving record.

Desirable Requirements:

Previous experience working with an irrigation or water distribution facility. Use of Facebook, Basic IT functions and safety committee are a plus.

SUPERVISION RECEIVED:

The employee works under the supervision of the Deputy District Manager.

SUPERVISORY RESPONSIBILITIES:

This position is not a supervisory position. Employee may assist in direction, guidance or training in operational procedures to other employees.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee must use hands to finger, handle, and operate a variety of office equipment. The employee is occasionally required to walk. Occasionally the employee must lift and / or move up to 25 pounds. The employee must have hearing and vision within normal limits. Specific vision abilities required by this job include close vision and the ability to adjust focus.

TOOLS AND EQUIPMENT USED:

Office equipment including a telephone, computer, printer, 10-key adding machine, copier, fax machine, and scanner. Software skills needed to perform daily duties include: Excel, Word, Adobe, proprietary WWIN system,

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work environment is a normal office setting. The employee work is done within a cubicle in that setting. Noise level is usually moderate, but occasionally loud due to a large volume of phone calls or patron visits.

This description covers the most significant essential and auxiliary duties performed but does not include other occasional work which may be similar, related to, or logical assignment to the position.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Shon Rae
Deputy District Manager

Craig Horrell
Managing Director

ADOPTED: June 10, 2010
REVISED: November 17, 2017