

**Administrative Assistant
Job Description
Southwest Water Authority**

Scope of Work

The individual in this position will perform administrative assistant duties for the Southwest Water Authority (SWA). SWA is a political subdivision led by an elected 15-member Board of Directors. SWA is responsible for the management, operations and maintenance of the Southwest Pipeline Project (SWPP). The SWPP is a regional water delivery system serving municipal, rural, and industrial water user entities in southwest North Dakota.

Essential Functions

1. Greet and direct customers in a friendly and professional manner.
2. Answers, directs, and makes telephone calls in a friendly and professional manner.
3. Answers general information questions from the public or refers to appropriate personnel.
4. Processes and distributes mail.
5. Acts as a backup for customer service.
6. Match payments to invoices & mail outgoing checks for accounts payable, directors, etc.
7. Scanning, filing and organizational duties.
8. Type and proofread letters, memos, reports, spreadsheets, and other documents for all department heads and staff.
9. Manages paper and electronic information storage and performs other organizational duties.
10. Collects fees from customers and issues receipts.
11. Delivers bank deposits to the bank.
12. Picks up payments from drop boxes.
13. Run other errands as directed by staff.
14. Process receivables.
15. Maintains the Manager/CEO Vehicle
16. Maintains mailing list for newsletter, North Dakota Water magazine and other publications, updates address changes.
17. Sets up and breaks down for all Board and additional conference room meetings.
18. Reviews newspapers and archives articles.
19. Maintains cathodic protection spreadsheet.
20. Maintain signup & easement database.
21. Maintain the Lead Service Line Inventory with data entry and filing.
22. Prepares labels for large mailings.
23. Order office supplies.
24. Promotes positive relationships with Board, co-workers and customers.
25. Performs other activities as might be required or requested.

Knowledge, Skills, and Abilities

1. A thorough knowledge of spelling, punctuation, grammar, sentence structure, and proper English usage.

2. Skill in written and oral communications.
3. Knowledge of computers and computer applications is sufficient to handle the duties described.
4. Ability to use Microsoft software, database, telecommunications, networks, and SWA customer information and billing software to produce correspondence and reports, and communicate with others.
5. Knowledge of SWA policies, rules, regulations, and procedures to provide substantive information to a diversified group.
6. Knowledge of federal, state and local policies applicable to SWA.
7. Ability to type 50 words per minute.
8. A good general knowledge of modern office practices and techniques.
9. Ability to analyze, evaluate, and recommend sound solutions to problems of a routine nature.
10. Ability to research, interpret, explain, and correctly apply policies, rules, regulations, and procedures.
11. Ability to maintain effective working relationships with a diversified group of people under trying and stress-producing conditions.
12. Ability to communicate courteously and professionally reflects a positive image of SWA to its customers and the public.
13. Ability to work independently and efficiently.
14. Ability to handle confidential matters.

Typical Physical/Mental/Environmental Demands

1. Requires extended periods sitting at a desk working with a keyboard/computer, answering the telephone and transferring calls, working with computer printouts, doing computations, and lifting up to 50 pounds.
2. Requires finger dexterity, hearing, vision, and the ability to do close work.
3. Daily requires the ability to read, write, compile, and analyze data and reports.
4. Daily requires the ability to reach, bend and/or stoop as necessary to file and organize.
5. Daily requires the ability to work courteously with others.

Supervision

The Administrative Assistant reports to the CFO/Office Administrator. The Administrative Assistant is responsible for carrying out day-to-day duties independently and only consults the supervisor on unusually complex problems or precedent-setting actions.

Completed work is reviewed only from an overall standpoint, considering feasibility, compatibility with other work, and effectiveness in meeting deadlines, requirements, or expected results.

Guidelines

Guidelines consist of generally accepted office procedures, established SWA procedures, rules and regulations, precedents, laws, regulations, and ordinances of the local, state, and federal

governments. The Administrative Assistant exercises judgment in recommending applicable procedures. When guidelines do not apply, the Administrative Assistant will refer questions to the CFO/Office Administrator for assistance.

Complexity

Duties are not specifically defined and will vary depending upon circumstances. Analysis is necessary to create an appropriate work procedure. Application of learned concepts and/or theories is necessary to accomplish a broad range of activities.

Personal Contacts

Contacts are with co-workers within SWA, the SWA Board of Directors, employees of other federal, state, and local agencies, auditors, attorneys, contractors, other business interests, customers, and the public.

Purpose of Contacts

The purpose of the contacts is to obtain, clarify, give facts, or exchange information directly related to SWA. Contacts with customers and the public often require exceptional tact and judgment. To ensure compliance with legal and regulatory requirements, the Administrative Assistant must frequently coordinate and effectively deal with the public, supervisors, co-workers, and others. All contacts must be handled in a friendly and professional manner.

Education and Experience

Requires a minimum of two-year post-secondary education or training in office management and/or secretarial skills. Experience as an administrative assistant can be substituted for education. Must type a minimum of 50 words per minute. Computer experience in Microsoft Office Suite, Microsoft Windows, Adobe Acrobat, word processing, database, and spreadsheet applications is also necessary.

Non-Essential Functions

1. Knowledge of and experience with Microsoft Office, including Word, Excel, PowerPoint, and Outlook.
2. Knowledge of and experience with WordPerfect Office Suite, to include WordPerfect, Quattro Pro and Paradox.
3. Knowledge of and experience with audio and video Conference Calling. Zoom and Teams
4. Ability to help with maintenance activities.

Location and Work Hours

This position is in Dickinson, North Dakota. Hours are 40 hours per week, Monday through Friday, 8:00 am to 5:00 pm.

Salary

This is a full-time, non-exempt position with a standard benefit package.

The statements herein are intended to describe the general nature and level of work being performed by the person assigned to this position. The statements are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel as classified.