

JOB TITLE:	Utility Operations Executive Assistant		
Reports to:	Utility Director		
Department/Group:	Water / Wastewater	Job Status:	Non-Exempt
Location:	Ocala, Florida	Travel Required:	No
Applications Accepted By:			
FAX: (352) 414-5461 EMAIL: crystal_house@blccdd.com	MAIL: Bay Laurel Center CDD Attn: HR Department 8470 SW 79 th Street Road, Suite 3 Ocala, FL 34481	PHYSICAL DROP LOCATION: Bay Laurel Center CDD Attn: HR Department 8470 SW 79 th Street Road, Suite 3 Ocala, FL 34481	
<u>MAJOR FUNCTIONS</u>			
<p>This position is responsible for managing the schedule and communications of the Utility Director. The duties include but are not limited to; prioritizing emails and phone calls, preparation for meetings, managing calendars, coordinating travel arrangements, providing administrative assistance to the Utility Director, maintaining comprehensive and accurate records, performing minor accounting duties, customer service as needed, regulatory reporting, and coordination of water conservation programs.</p>			
<u>JOB DESCRIPTION</u>			
<u>ESSENTIAL FUNCTIONS</u>			
<p>THESE ESSENTIAL JOB FUNCTIONS ARE NOT TO BE CONSTRUED AS AN ALL-INCLUSIVE STATEMENT OF ALL DUTIES PERFORMED. INDIVIDUALS MAY BE REQUIRED TO PERFORM OTHER JOB-RELATED MARGINAL DUTIES AS ASSIGNED, INCLUDING WORKING IN OTHER FUNCTIONAL AREAS TO COVER ABSENCES OR RELIEF TO BALANCE THE EXISTING WORK LOAD BETWEEN STAFF. INDIVIDUALS ARE REQUIRED TO REPORT TO WORK AT THE APPOINTED HOUR, AS SCHEDULED, AND WORK THE ENTIRE ASSIGNED SHIFT.</p>			
<u>UTILITY OPERATIONS EXECUTIVE ASSISTANT</u>			
<ul style="list-style-type: none"> • Works efficiently and tactfully in a demanding high stress environment to answer, research, inform, advise, process and follow-up with all requests of the Utility Director efficiently and expeditiously as received by phone, mail, internet, or in person. • Performs all job-related duties in relation to current, upcoming, or prior water conservation programs. • Manages the Utility Directors calendar and scheduling of appointments or other upcoming events. • Assists in the preparation of upcoming meetings. • Occasionally coordinating travel arrangements as instructed by the Utility Director. • Answers phones and responds to inquiries including but not limited to customer concerns relating to the Utility Director, water conservation programs, and meeting preparations. • Performs accounting duties as necessary, maintaining related fiscal records, and prepares clear and comprehensive reports. 			

- Performs varied routine and recurring clerical duties, including but not limited to: typing, filing, scanning and preparation of standard forms.
- Maintains and monitors various daily, monthly, and annual spreadsheets associated with assignments.
- Maintains a pleasant cooperative attitude with co-workers. Maintains professional appearance, grooming and dress consistent with department image.
- Arranges staff attendance to meetings, seminars, workshops, classes, and conferences.
- Occasionally drafts procedures manuals as needed.
- Produces District specific documentation (i.e. letters, statements, statistical reports and meeting minutes).
- Maintains and orders office supplies.
- Compiles data from various sources and makes summary reports as required. May involve routine mathematical calculations and tabulations in accordance with established methods.
- Participates in the development and/or review of policies, programs, plans or procedures, as instructed.
- May be requested to assist with the processing of correspondence in a sensitive or confidential nature.

Non-Essential Job Functions

- Performs general custodial work to keep the office clean and orderly.
- Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize per work periods or otherwise to balance the existing workloads.

CUSTOMER SERVICE

This is a front-line position for providing excellent customer service to members of the general public, third parties, and other District employees. Individuals are expected to be professional and courteous at all times. Service is provided in person, electronic or by phone contact.

SUPERVISION

This position has no supervisory responsibility at entry level and reports directly to the Utility Director.

PHYSICAL DEMANDS

- Periodically be required to sit, climb, balance, stoop, kneel, crouch, or crawl.
- Regularly be required to stand, walk, and drive.
- Work requires physical strength and agility sufficient to safely perform all essential job functions including the ability to occasionally lift, carry, push, or pull 20 pounds without assistance.
- Special vision requirements (with or without correction) are close, distance, depth perception, peripheral vision, ability to focus and distinguish color.
- Frequent use of hands to handle or feel.
- Ability to verbally communicate with others.
- Required to sit for prolonged periods of time.

- Acceptable hearing (with or without hearing aid).

(Reasonable accommodations will be made for otherwise qualified individuals with a disability.)

ENVIRONMENTAL CONDITIONS

The work environment characteristics described below are representative of those an employee may encounter while performing the essential functions of their job:

- Works inside office/laboratory conditions.
- Periodically exposed to wet or humid conditions causing the working environment to develop uneven and slippery working surfaces.
- Works outside in various weather conditions to include extreme heat or extreme cold temperatures.
- Susceptible to various odor, fumes or airborne particles.
- Exposed to moving mechanical parts.
- May require exposure to hazardous conditions and toxic chemicals.
- Work may require exposure to prolonged high noise levels.

REQUIREMENTS PERTAINING TO EXPERIENCE, EDUCATION, LICENSES, AND CERTIFICATIONS

(A comparable amount of training, education, or experience can be substituted in lieu of certain minimum qualifications)

Utility Operations Executive Assistant

Accredited high school diploma OR possession of an acceptable equivalency diploma	Required
Valid Florida driver's license	Required
American Red Cross CPR/First Aid Certificate	Preferred
Training / Experience Requirements	Previous clerical experience preferred. (Utility experience preferred): <ul style="list-style-type: none"> • Demonstrated general office and computer skills.

Responsible Duties	<ul style="list-style-type: none"> • Assisting Utility Director as Assigned • Customer Service • Work Order Management Processes • Per Capita / Connections • Cross Connection Control Management • Regulatory Reporting • ERC Calculations • Water Conservation Programs
Experience (years)	2-3

JOB SKILLS AND MINIMUM QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactory. The following are requirements representative of the required knowledge, skills, and abilities.

Language Skills

- Ability to effectively and tactfully present information and respond to questions of Utility Director, co-workers, regulatory agencies, customers and the general public both orally and in writing.
- Ability to write routine reports and correspondence and procedural documents.
- Ability to read, analyze and interpret policies, procedure manuals, ordinances, resolutions, and safety rules.
- Ability to cross train and instruct personnel.
- Ability to read, analyzes, and interprets general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to interpret routine plant operations records.
- Ability to conduct presentations, tours, and training for education, safety and operations.

Mathematical Skills

- Ability to add, subtract, multiply and divide, by using whole numbers and decimals with speed and accuracy.
- Ability to understand bar graphs.
- Ability to calculate figures and amounts such as percentages, area, volume, circumference and proportions.
- Ability to apply concepts of basic algebra and geometry.

Problem Solving Ability

- Ability to apply common sense understanding to carry out instructions furnished in written, oral and diagram form.
- Ability to assist in the implementation of work plans and programs.
- Ability to resolve problems by utilizing logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

Specialized Skills

- Must be motivated self-starter and take initiative with completion of projects prior to being assigned.
- Ability to maintain composure and remain calm in stressful situations.
- Must have working knowledge of all Microsoft Office applications.
- Ability to type quickly and accurately.
- Ability to work efficiently and accurately in an atmosphere of frequent interruptions.
- Strong working knowledge of computers and other office equipment, e-mail, and internet usage.
- Ability to multi-task in a fast-paced environment.
- Strong organizational skills and ability to prioritize and meet established deadlines.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns, including but not limited to the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

Machines and Equipment

Employee will be required to be proficient in utilizing and operating the following equipment to perform his/her job satisfactory:

- Computer and various office equipment (telephone, calculator, scanner, fax machine, copy machine, etc.)
- Motor Vehicle

Additional Notes:

- Pre-employment satisfactory drug screening required.

ACKNOWLEDGEMENT OF JOB DESCRIPTION

Acknowledgment and receipt of said job description, this _____ day of _____ 20 _____.

Employee is being hired / transferred for the position of **Utility Operations Executive Assistant**.

Employee Printed Name

Employee Signature

DFWP/EEOC/ADA

Reviewed By:		Approved By:	
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