



POLICY TITLE: Board Secretary/Office Assistant
POLICY NUMBER:

The Board Secretary and Office Assistant is a dual position, held by one staff member, employed by the District. Under the direction of the Office Administrator and General Manager/Assistant General Manager, the Office Assistant is responsible for helping to ensure that the daily operations of the front office are smooth and efficient within the company's standards, while ensuring customer relations are handled with professionalism. The Office Assistant is the first person a customer sees when walking into the District Office, and must appear and act professional and courteous. They are responsible for guaranteeing that the area is clean and organized. Provides front-desk service and assistance, receipting payments and providing general assistance to customers.

Duties and Responsibilities

- Posts, publishes, or advertises meeting minutes, agendas, ordinances, and resolutions as required.
- Accepts payments for water and sewer bills.
- Prepares monthly water and sewer reports.
- Sorting, and stuffing envelopes with the monthly utility bills for mailing.
- Assists in screening and directing telephone calls and visitors to the appropriate department.
- Provides clerical and administrative support to the company's employees, managers, and staff.
- Ensures that the workplace's premise is well-organized and thoroughly cleaned to secure professionalism.
- He/She collects, maintains, and secures data and information through the use of database programs and written documentation processes.
- Under Direction of the Office Administrator and General Manager/Assistant General Manager, Coordinates with other employees of the company to create communication lines for a more efficient system.
- Writes, reminds, and fulfills schedules and meetings within the company, to ensure proper operations.
- Acts as the secretary to the Board of Directors. Organizes, and creates the Agenda and Meeting Minutes for the Board of Directors Monthly Meetings, gathering adequate information and documentation as needed.
- Monitors the company's supplies and stocks within the office to ensure that the operations won't be hindered by supply loss or insufficient stock.
- Maintains updated customer account information including setting up new accounts and final billing outgoing customers. Sends shut-off and warning notices to customers; contacts customers not responding to notices and arranges for payment.
- Helps maintain District records including change of owner information on customer accounts.
- Attends formal classroom training or seminars as directed.
- Performs related work as required.

QUALIFICATIONS:

Education and Experience: High School Diploma required with preference given to persons with an Associate or higher degree. One or more years of experience clerical duties preferably in a municipal government setting involving government accounting. **Knowledge, Skills and Abilities:** Knowledge of modern office procedures and practices and skill in application. Knowledge of the organization, structure, operations and procedures of municipal government and the functions of various departments to effectively assist the public. Skill in operating basic office equipment and technology including computers and related financial, word processing, spreadsheet and database software, (Microsoft Office Suites and Windows operating system). Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with other employees, elected officials, governmental agencies, the media, vendors and other external contacts and the public. Ability to understand and follow complex oral and written instructions, prioritize demands, direct issues and concerns to the correct department head, and work independently. Ability to communicate effectively, manage multiple tasks, meet deadlines and adhere to detailed processes and procedures. Ability to exercise a high degree of diplomacy in contentious or confrontational situations. Ability to critically assess situations, maintain attention to detail, problem-solve and work effectively under stress, within deadlines and changes in work priorities.

The District's Board Secretary performs duties including recording of minutes and actions of the Board of Directors and certifying all actions and resolutions of the Board.

If for any reason the President and Vice-President resign or are absent or disabled, the Secretary shall perform the President's duties until the position of President is filled.

If for any reason the President and Vice-President disqualify themselves from participating in an agenda item or become partisan in the debate on any such item, the Secretary shall perform the duties of the presiding officer.

Duties of the Secretary

The Secretary of the Governing Board shall have the following duties:

- a) Certify or attest to actions taken by the Board when required;
- b) Sign the minutes of the Board meeting following their approval;
- c) Sign the documents as directed by the Board on behalf of the Authority, and sign all other items which require the signature of the Secretary;
- d) Perform any other duties assigned by the Board and the General Manager; and
- e) Perform any other duties required under law.

Responsibilities of the Secretary

The duties of the Secretary, with assistance of the General Manager, are:

- a) Respond to routine correspondence;
- b) Prepare for Board meetings, including preparing the agenda with the advice of the General Manager and providing public notice of Board meetings in accordance with state law;
- c) Attend all Board meetings and ensure minutes of the Board of Directors meetings are recorded. These recordings are for use by the Secretary only for the purpose of preparing minutes for adoption at the



next regularly scheduled meeting of the Board. Upon adoption of these minutes the recording media will be reused;

- d) Ensure accurate Minutes of each Board meeting are prepared and maintained;
- e) Maintain Board records and other documents and reports as required by law; and
- f) Disseminate correspondence to Board officers addressed to them.

Physical Conditions and Working Demands

- While performing the duties of this job, the employee is regularly in a business office setting where he or she is regularly required to sit and occasionally required to exercise limited mobility. The employee is regularly required to talk, hear, read and interpret documents and correspondence and view and produce written and electronic documents. The employee is also required to use manual dexterity to type or write and communicate with others in person and on the telephone and to use hands to finger, handle or feel and reach with hands and arms. The employee must occasionally lift and/or move light weight to moderately heavy items. The noise level in the work environment is usually quiet to moderate. (The work environment characteristics and physical demands described here are representative of those an employee encounters or must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)