



April 2024
STUDENT INTERNSHIP

STUDENT INTERN-ADMINISTRATIVE SERVICES

DEFINITION

Under general direction, provides highly complex and responsible administrative support to the General Manager in the areas of Human Resources, Finance, and Administration; acts as the Secretary to the Board of Directors as appropriate; coordinates special projects as assigned; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the General Manager. No supervision of staff is exercised.

CLASS CHARACTERISTICS

This is an office administrative class that performs a variety of office administrative, project coordination, and management support work for the District. The work requires extensive public contact, the frequent use of tact, discretion, and independent judgment, knowledge of laws and regulations governing personnel administration, and the ability to communicate clearly and effectively.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative only)

- Coordinates the planning, development and implementation of the recruitment and selection process to obtain qualified candidates; develops job announcements and advertisements; reviews and screens job applications; arranges appraisal panels and schedules interviews; and monitors the selection progress and EEO compliance.
- Answers questions regarding open positions, applications procedures, employment procedures, and basic salary administration practices.
- Maintains and stores a variety of records, files, logs, and reports related to departmental operations and activities; establishes and maintains specialized software systems related to technical areas of responsibilities; periodically reviews and purges files in accordance with applicable laws, regulations, and guidelines.

- Explains and interprets departmental policies and procedures to staff, outside agencies, or the public.
- Coordinates required Federal/State training for staff and employees.
- Interprets and applies District rules, policies, and procedures, Memorandum of Understanding, and local, state, and federal laws.
- Analyzes the effect of new laws or administrative regulations on Human Resources programs and recommends policies and procedures for implementation.
- Assists and/or develops, and revises District policies, procedures, and programs.
- Administers enrollment and/or termination in comprehensive benefits program, health, life, dental, and vision; responds to employee and retiree questions and complaints; interfaces with third-party administrators.
- Participates in various District programs, balance petty cash, accounts payable, accounts receivable, billing, and credit card reconciliation; conducts and prepares special studies and reports.
- Schedules, coordinates, and attends Board meetings, takes minutes and prepares Board of Director documents, postings, notices and agendas, ensuring procedural compliance with regulatory requirements and relevant laws and acts such as the Brown Act; schedules public hearings; files annual reports; ensures conformance of forms, such as Board of Director compensation sheets, with District policies.
- Maintains accurate records of all proceedings of Board and committee meetings, resolutions, agreements, and ordinances of the Board of Directors and committees of the District.
- Follows-up on Board actions, as required; attests, publishes, and posts ordinances and resolutions, executes legal contracts, oversees the recording of documents, and prepares follow-up correspondence.
- Screens calls, visitors, and mail; responds to complaints and requests for information; directs callers to appropriate District staff; assists the public at the front counter and directs the public to appropriate locations/staff; issues plumbing permits; collects fees; represents the District to all callers and visitors in a professional and customer friendly manner.
- Gathers, assembles, updates, and distributes a variety of department specific information, forms, records, and data as requested; prepares and maintains a variety of databases and reports.

QUALIFICATIONS

Knowledge of:

- Modern office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Applicable Federal and State laws; District, Department, and Division regulations, codes, policies, and procedures.
- Record keeping principles and procedures.
- Computer applications; Excel; MS Word; Word Perfect; Adobe Acrobat and other data base applications as related to work.
- Business letter writing and report preparation.
- Basic arithmetic and statistical techniques.

- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service to public and District staff, in person and over the telephone.

Ability to:

- Review personnel documents for completeness and accuracy.
- Perform technical, administrative, and secretarial support work with accuracy, speed, and general supervision.
- Provide varied, confidential, and responsible secretarial and office administrative work requiring the use of tact and discretion.
- Learn and understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Learn, interpret, and apply administrative and departmental policies and procedures.
- Prepare clear and concise reports, correspondence, and other written materials.
- Maintain accurate and confidential personnel records.
- Make accurate basic arithmetic, financial, and statistical computations.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Compose correspondence and reports independently or from brief instructions.
- Maintain attention to detail and accuracy while meeting critical deadlines.
- Identify and take appropriate action when operating problems occur.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.

EDUCATION

- Enrolled in high school or a General Education Development/Diploma GED program.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting, to use standard office equipment, including a computer, and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator, and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to

retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.