SANTA CLARA VALLEY WATER DISTRICT

Draft Classification Structure

August 2008

Job Family*	Level of Series	Name of New Class Title	Minimum Qualifications**	Distinguishing Characteristics
Administrative Support				
Office Spec I Office Spec II Word Processing Operator I Word Processing Operator II Forms Tech I Forms Tech II Repro Tech I Repro Tech II	1 of 3	Administrative Support Assistant	High School diploma or G.E.D. and, based upon assignment, up to two (2) years related experience. **Licensing Requirements:** -None	The Administrative Support Assistant is the entry/experienced through journey level of the series involving office, reception, customer service, word processing, forms, and reproduction support activities. Based upon assignment, duties may include: receiving, greeting and screening telephone calls and visitors taking messages or directing visitors to appropriate staff; responding to or resolving customer complaints; filing; performing data entry functions; monitoring and producing draft and final copies of electronic and other correspondence, charts, contracts, reports, forms, memoranda, minutes, tables, manuals, graphics and other materials; designing and modifying forms; and operating duplicating and other equipment to produce printed materials. The Administrative Support Assistant is distinguished from the Administrative

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				Support Technician in that the Administrative Support Assistant is an entry/experienced through journey level class where work performed requires adherence to established defined procedures, is less diversified, and requires routine knowledge of rules and regulations pertaining to programs and services.
Senior Office Specialist Senior Reprographics Tech Administrative Assistant Board Administrative Assistant I Board Administrative Assistant II	2 of 3	Administrative Support Technician	High School diploma or G.E.D. and four (4) years related experience. **Licensing Requirements:** -None	The Administrative Support Technician is the advanced journey level of the series addressing board support, division head and unit manager support, and service as leadworker for designated support functions. Based upon assignment, duties may include: providing primary administrative support to an assigned unit manager or an assigned division; typing and proofreading and editing documents and correspondence; supporting emergency management protocols; conducting research and special projects as assigned; assuring the accuracy of document preparation and packages; participating in the maintenance of records systems and document control; providing

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				customer service; ensuring administrative support work quality and adherence to established policies and procedures; and organizing and overseeing operation and maintenance of equipment. Some incumbents may assist the Clerk of the Board in providing administrative support for the District's elected and appointed Board of Directors and associated committees and commissions including clerking public meetings. Based upon assignment, incumbents may act as a leadworker making work assignments and determining completion of work. The Administrative Support Technician is distinguished from the Administrative Support Principal in that the former serves as a leadworker and/or provides primary support for a unit manager, a division or provides assistance to the Deputy Clerk of the Board and the latter serves as supervisor or primary support for the Board and chief District officers.
Executive Assistant CEO	3 of 3	Administrative	High School diploma or	The Administrative Support Principal is

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Job Family*	Level of Series	Name of New Class Title	Minimum Qualifications**	Distinguishing Characteristics
Executive Assistant Deputy Clerk of the Board Support Services Supervisor		Support Principal	G.E.D. and five (5) years related experience. Additional specialized training in a related field may be required. **Licensing Requirements:** -None	the supervisory or executive support level of the series including supervisors of administrative support staff as well as support leads for the Board and chief officers of the District. Based upon assignment, duties may include coordinating the work of District-wide support activities such as reprographics, mail center, and reception; performing administrative tasks and assistance in support of an unclassified executive officer; providing customer service; participating in the preparation of the budget and monitoring of expenditures; management of sensitive files; delegating assignments through the administrative support structure of the organization as needed; and recommending improvements in administrative work flow, procedures, and use of equipment and forms. Based upon assignment, incumbents may supervise staff including conducting performance evaluations, coordinating training; and implementing hiring, discipline and termination procedures.

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				The Administrative Support Principal is distinguished from the Administrative Support Technician in that the former has primary administrative support responsibility for the Board, District chief officers and/or overall District administrative support services.

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