VALLEY COUNTY WATER DISTRICT
JOB CLASS SPECIFICATION

ADMINISTRATIVE SUMMER INTERNSHIP

GENERAL PURPOSE

Under direct supervision from the Customer Service Representative mentor, performs a variety of entry-level administrative and customer service tasks; shadows and assists in the utility billing processes and customer service functions; assists in taking mail payments; performs a variety of clerical duties in support of the daily office function; assists in administrative special projects and performs related duties as required and assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential duties and responsibilities listed below are intended only as illustrations of the various types of work effort that may be performed by the Administrative Intern. Interns may be assigned duties which are not listed below; reasonable accommodations will be made as required. Essential duties and responsibilities may include, but are not limited to:

1. Provide clerical assistance to the Administrative staff, which include but are not limited to: answering telephone calls, operating a computer, photocopying, and filing.

2. Process mail payments received from the post office.

3. Separating and Distributing mail to District employees.

4. Provide suggestions and/or recommendations with regards to special projects.

5. Provide general office support, preparing the office for all daily functions, and stocking various office supplies.

6. Assist the Administrative staff with general office support requests as required.

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

1. Operation and use of computer programs within the Microsoft Office Suite, including MS Word, MS Excel, and MS Outlook.

2. General principles for providing customer service.

3. Standard office practices, procedures, and etiquette.

4. Correct use of English, including spelling, grammar, and punctuation.

5. Appropriate recordkeeping and filing practices.

Ability to:

1. Operate a computer terminal using standard business software and operate other standard office equipment.

2. Organize, set priorities, and exercise sound judgment within established guidelines.

3. Communicate clearly, concisely, and effectively, both orally and in writing.

4. Understand and carry out written and oral instructions.

5. Establish and maintain effective working relationships with District management, employees, customers, and others encountered in the course of work.

Requirements:

1. High school applicants must reside within the service area of VCWD and attend Baldwin Park High School, Sierra Vista High School, or North Park High School. Applicants must be entering their senior year or first year of college at the end of the internship.

2. A valid Student Work Permit will be required upon appointment if the applicant is not 18 years of age at the time of the appointment.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described below are representative of those that must be met by an intern to successfully perform the essential duties and responsibilities of the internship. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

1. Physical Demands: While performing the duties and responsibilities of the internship, interns are regularly required to:

   - Sit for extended periods of time.

   - Talk and/or hear in person and by phone.

   - Use hands repetitively to operate computers and other standard office equipment.

   - Reach, bend, or crouch to file or retrieve records.

   - Lift supplies weighing within a range of 15 to 25 pounds.

   - Use of vision within normal ranges, specifically close vision.

2. Mental Demands: While performing the duties and responsibilities of the internship, interns are regularly required to:

   - Use written and oral communication skills.

   - Read and interpret data.

   - Use math and mathematical reasoning.

   - Analyze and solve problems.

   - Learn and apply new information and skills.

   - Interact with District management, employees, customers, and others encountered in the course of work.