

**North Coast Unified
Air Quality Management District**
707 L Street, Eureka, CA 95501
www.ncuagmd.org



**Job Description:
ADMINISTRATIVE SUPPORT**

GENERAL:

Under immediate and general supervision of the Financial & Administrative Services Division Manager, the Administrative Support position primarily provides clerical support for Front Office and District program activities and direct support in issuing Burn Permits and other program support functions. The position responds to all incoming telephone calls, transfer calls to staff, and responds to general information questions from the public. The position will also assist with general Front Office tasks such as receiving and sorting mail, office filing, clerical support, including the issuance of burn permits, complaint response and tracking, and wildfire response. The position additionally performs varied technical and non-technical support work for the District such as data entry, regulatory reporting, and records management.

The Administrative Support position also assists with District programs, and projects, in a support and/or backup role as required of the District's air quality management activities. The position performs responsible and complex clerical duties for the implementation and monitoring of specific programs relieving District staff of a variety of administrative and clerical details. It is also responsible for a variety of support functions, including but not limited to, assisting management in the preparation of letters, documents and plans, updating and analyzing administrative programs policies and procedures, and may help maintain and update the District's website and social media outreach platforms.

EXAMPLES OF DUTIES:

The following is an illustrative partial description and is not a comprehensive list of duties:

- Provides general administrative and clerical support and assists with Front Office tasks such as front desk reception, receiving and sorting mail, office filing, and clerical support.
- Ensures that the office administrative and related support functions are effectively performed in a timely manner.
- Responds to all incoming telephone calls, transfer calls to staff, relays messages, and responds to general information questions from the public.
- Coordinates and participates in office support work by performing multiple duties to ensure efficient District services.
- Assists with complaint response and tracking, and resolution.
- Performs varied technical and non-technical support work for the District such as data entry, regulatory reporting, and records management.
- Serves as support and backup for the District Open Burn Program including the receiving and processing of Burn Permit applications and renewals.
- Supports the District Smoke Management Program with the issuance of Burn Authorizations, Burn Day notifications, and through the review and processing of Smoke Management Plans as necessary.

- Assists in the receiving and processing of other District program applications (Asbestos, Grants, stationary source permits) and performs reviews to ensure applications are complete along with proper payment.
- Assists in the District's wildfire response.
- Processes payments for District permits and programs, reconciles register receipts, and reconciles District online program transactions.
- Oversees, coordinates, and maintains District facilities, vehicles and office equipment.
- Assists in the processing of Public Records Requests (PRR) as directed, following District rules and regulations, California Health & Safety Code, and Government Code requirements.
- Processes District checks and payments, adhering to District policies and procedures in distributing, logging, and tracking payments.
- Assists with District programs, projects, in a support and/or backup role as required of the District's air quality management activities.
- Performs responsible and complex clerical duties for the implementation and monitoring of specific programs relieving District staff of a variety of administrative and clerical details.
- Attends to a variety of office administrative details, such as keeping informed of District activities, arranging and maintaining meetings, scheduling appointments, transmitting information, processing staff schedules, and maintaining records on permits, applications, and notices.
- Provides information externally and internally regarding District policies and/or procedures.
- Maintains and updates the District's website and social media outreach platforms as directed.
- Prepares letters and documents and assist with other customer service related activities.
- Assists in the distribution of mailings and public notices.
- Provides support to the implementation of District grant programs as necessary.
- Assists the Clerk of the Boards with documents and reports as necessary.
- Assists the District Safety Officer as directed, and in assuring District compliance with federal and State OSHA and related safety rules and regulations.
- Makes copies, collate, bind and staple, and file documents and reports as needed.
- Maintains the reception and Front Office area(s).
- Other duties as assigned and as required to fulfill the essential functions of the position.

EDUCATION, EXPERIENCE, AND QUALIFICATIONS:

- Knowledge of administrative and clerical procedures.
- Knowledge of customer service principles and practices.
- Office computer literacy.
- Excellent verbal and written communication skills.
- Strong interpersonal skills.
- Maintain a positive attitude and contribute toward a quality work environment.
- Attend, participate in and support training and staff meetings.
- Possess excellent verbal and written communication skills; ability to deal constructively with conflict and develop effective resolutions.
- Ability to establish and maintain cooperative working relationships with staff.
- Ability to work well in an environment requiring multi-tasking.
- Demonstrated prior experience such as progressively responsible customer service, administrative, or receptionist job duties
- Any combination of training and experience that would provide the required knowledge, skills and abilities may be qualifying.
- High school diploma or equivalent, plus two years of education and/or experience beyond that which would be obtained through a High School Diploma
- Equivalent demonstrated experience such as five years of progressively responsible administrative or clerical experience.

- Possession of a valid California Driver's License.

DESIRABLE QUALIFICATIONS:

- One year progressively responsible clerical or secretarial experience.
- Two years of education beyond High School that provides a level of education equivalent to an associate degree.
- Two years of experience providing administrative and/or front office support services to a governmental or regulatory body.
- Prior employment in the field of customer service, administrative, or receptionist job functions.
- Prior employment experience with a regulatory and/or governmental body.
- Knowledge of principles and practices of an air district including basic air pollution control and programs.

COMPENSATION:

The position is paid bi-weekly with a monthly salary range within the Payroll Range 200 (\$27,602 - \$42,386). Salary is commensurate with education and experience.