



Job Title:	Administrative Coordinator II (Utilities)	Department/Loc:	Utilities
FLSA Classification:	Exempt	Date Drafted:	May 27, 2022
Reports To:	Director of Water Administration		

Position Summary

Performs a variety of administrative duties including developing procedures, establishing priorities, ordering equipment, etc. Serves as Secretary to the Director of the department. Performs other tasks such as typing and data entry tasks for the department, answering telephones, ordering supplies, etc. May receive monies.

Position Responsibilities - Essential

This list of tasks is illustrative ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Performs related duties as typing/preparing various forms and reports for the department as required, i.e. time sheets and related records. Makes copies, files and provides other clerical support. Schedules meetings, conferences, and training events for administrative staff; maintains appointment calendar; schedules appointments; makes travel arrangements.

Answers general incoming calls for the Utilities Department (especially water and sewer problems from customers); assists the general public via phone, email and in person; and other related duties. Must handle interactions with customers calmly and professionally.

May have to rarely work after normal hours during a water and sewer emergency answering customer phone calls as assigned by the Director.

Responds to requests for information. Prepares, processes and distributes mail, various forms, correspondence, memos, brochures, reports, purchase orders, and meeting minutes. May assist Receptionist with phone duties as needed.

Provides administrative support for Director and management team. Coordinates with the Director of the department of distributing correspondences and duties.

Provides resource information in relation to departmental policies and procedures to supervisors, coworkers, department heads and public.

Must be highly organized. Organizes work according to priority of importance and works efficiently to meet deadlines.

Must issue and organize work order assignments and promptly assign and prioritize critical service calls/needs.

Maintains department filing system, including sorting, grading verifying, filing and retrieving office documentation; establishes new and specialized files according to prescribed methods. Maintains and updates plan file index and folders. Maintains employees' departmental files and confidentiality. Maintains personnel records for the Director.

Maintains certain utility's records and ensures deadlines are met for required submittals to other agencies such as DHEC, etc.



Maintains and tracks various records of information pertaining to the utility system throughout the water/sewer service areas. Maintains and corresponds with customers concerning backflow devices.

Researches records, compiles and assembles information to be used by others; compares data and information as directed.

Must have a general knowledge of water and sewer utility systems.

Communicates and interacts effectively with immediate supervisor, departmental supervisors, co-workers and citizens.

Maintains an adequate inventory of office supplies, order supplies as needed for department. Receives, reviews, processes, files and submits invoices, requisitions, and attendance records.

Manages special projects as determined by the Director with limited supervision.

Position Responsibilities - Non-Essential/Other

- Performs other related duties and other duties as assigned

Essential Skills and Experience

VOCATIONAL/EDUCATIONAL PREPARATION:

- Requires Associate’s degree, vocational technical degree or specialized training that is equivalent to satisfactory completion of two years of college education and six to eight years of related office experience with public contact. Proficiency with Microsoft Office 365.

SPECIAL CERTIFICAITONS AND LICENSES:

Must possess a valid South Carolina driver’s license.

EXPERIENCE REQUIREMENTS:

Requires 3-5 years increasing administrative responsibilities, or any equivalent combination of training and experience which provides the required skills, knowledge and abilities.

MATHEMATICAL REQUIREMENTS:

Requires performing addition and subtraction, multiplication and division and/or calculating ratios, rates and percents.

TECHNICAL REQUIREMENTS:

Requires proficiency in all Microsoft Office programs including Microsoft Word and Excel.

Mental & Physical Demands - ADA Guidelines

Requires performing professional work requiring general understanding of operating policies and procedures and their application to problems not previously encountered; application of professional principles and practices, and the use of a wide range of administrative methods to solve problems; requires above average attention to detail with short to medium periods of concentration for accurate results and occasional exposure to unusual pressure.

Physical Demands

- | | | | |
|--------|--------------|------------|------------|
| • Sit | Frequently | • Stand | Frequently |
| • Walk | Occasionally | • Handling | Frequently |



- Reach Outward Frequently
- Reach Above Shoulder Frequently
- Climb N/A
- Crawl N/A
- Squat or Kneel Frequently
- Bend Frequently

Lifting Requirements

- 10 pounds or less Frequently
- 11-20 pounds Occasionally
- 21-50 pounds Occasionally
- 51-100 pounds N/A
- >100 pounds N/A

Pushing and Pulling Requirements

- 12 pounds or less Occasionally
- 13 to 25 pounds Occasionally
- 26 to 40 pounds N/A
- 41 to 100 pounds N/A
- > than 100 pounds N/A

Definitions

- **N/A** Not Applicable Activity is not applicable to this occupation
- **O** Occasionally Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)
- **F** Frequently Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)
- **C** Constantly Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

JUDGEMENTS AND DECISIONS

JUDGEMENTS AND DECISIONS:

Requires being responsible to guide others requiring few decisions, affecting the individual and a few co-workers; works in a stable environment with clear and uncomplicated written/oral instructions but with some variations from routine.

LANGUAGE REQUIREMENTS:

Requires reading technical instructions, procedures manuals, state and federal regulations, and charts to solve practical problems such as routine office equipment operating instructions, and methods and procedures for investigations, or in drawing and layout work; composing routine and specialized reports, forms and business letters, with proper grammar and format; speaking compound sentences using normal grammar and word form.

ENVIRONMENTAL HAZARDS:

The job risks exposure to no known environmental hazards.

SENSORY REQUIREMENTS:

The job requires normal visual acuity, depth perception, and field of vision, hearing, speaking, and color perception.

Salary: \$42,540.94 - \$51,461.12

The City of Cayce has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied contract of employment nor does it alter your at-will employment, and the City reserves the right to change this job description and/or assign tasks for the employee to perform, as the City may deem appropriate.

Print Employee Name Employee Signature Date Signed

Print Manager/Supervisor Name Manager/Supervisor Signature Date Signed