



San Antonio River Authority Job Description

Administrative Assistant I

DEPARTMENT: Real Estate
EXEMPT(Y/N): No
REPORTS TO: Real Estate Manager

LABOR GRADE: 109
POSITION CODE:

MEETING PERFORMANCE EXPECTATIONS

To perform this job successfully, an individual must perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SUMMARY:

Responsible for performing a variety of administrative support functions, facilitates communication, and assists in managing the programs and activities of the department and organization. Performs front desk receptionist duties for the organization.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Provides exemplary customer service to all guests and visitors; often is the first contact for guests, visitors, and employees through telephone or in personal interactions; graciously greets internal and external visitors while addressing any questions or concerns.
- Performs administrative support functions for programs and activities related to the organization.
- Remains calm, professional, and courteous when working with customers.
- Receives incoming calls to the organization and responds to customer needs. Refers callers or visitors to other services or resources when appropriate.
- Maintains reception entrance area for a professional and presentable experience.
- Provides educational materials that support the River Authority's mission and answers questions from guests and visitors to better understand the dynamics of the San Antonio River Basin.
- Provides information regarding employment process and policies, organization, and open positions.

- Assists in maintaining vehicle fleet by addressing any complaints and scheduling required maintenance.
- Prepares documents, meeting minutes, forms, reports, spreadsheets, tables, and other department related documents taken from rough draft, marked-up copy, or other sources into signature ready format.
- Maintains the electronic records filing system.
- Coordinates calendar, schedules appointments/meetings, and/or travel and reserves resources.
- Responsible for department's correspondence, supply orders, and shipping.
- Assists in and/or prepares reports, bids, P.O.s, contracts, billing, and other documents related to ongoing programs and activities.
- Distributes brochures and other correspondence to River Authority staff.
- All other duties as assigned.

The absence of specific statements of duties does not exclude those tasks from the position if the work is similar, related, or a logical assignment of the position.

QUALIFICATION REQUIREMENTS:

The requirements listed below are representative of the knowledge, skill and/or ability required to successfully perform the essential functions of this position.

SUPERVISORY REQUIREMENT:

This position does not directly supervise any employees.

EDUCATION and/or EXPERIENCE:

High School graduate or equivalent and four (4) years of progressively responsible administrative and customer service experience; or a combination of experience and education that results in the required knowledge, skills, and abilities is required.

SPECIAL QUALIFICATIONS:

A thorough knowledge of principles and practices of administrative functions and records management; ability to analyze problems, develop, and implement solutions; ability to type accurately and to recognize and correct errors in grammar, spelling, and punctuation; knowledge of business communications, organizational skills, and various office machines; ability to exercise initiative, sound judgment, tact, and diplomacy in a variety of public contact situations and have flexibility in dealing with changing priorities and situations; ability to meet critical deadlines; the ability to work with medium supervision; computer proficiency in the current Microsoft Office package is required.

Must have and maintain a valid driver's license and an insurable driving record.

LANGUAGE AND REASONING SKILLS:

Ability to provide excellent customer service; ability to understand written or oral instructions; read, analyze and interpret documents, instruction manuals, policies, and procedures is essential. Excellent communication skills (both oral and written) are required to effectively present information in a one-on-one, small or large group setting. Strong interpersonal skills are essential to maintain effective working relationships with elected officials, agency representatives, civic groups, employees, and members of the general public. The ability to work effectively and efficiently, under sometimes stressful conditions, to ensure deadlines are met is essential.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Work is largely sedentary; must be able to sit and stand for extended periods of time and intermittently walk, climb, balance, bend, crouch, and reach while performing office duties. Regularly and safely lifts, carries, and handles supplies and equipment weighing at least 20 pounds. Occasionally lifts and carries up to 30 pounds approximately 15 feet.

WORKING ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Work is typically performed in a well-lit and adequately heated and ventilated office environment and requires observance of safe work practices, fire regulations, and avoidance of falls, trips, and similar office work hazards. Occasionally, work is performed outdoors when visiting work sites and projects.

The stress level for this position is low and the workload often requires this position to work non-traditional hours to ensure deadlines are met in a timely manner. Must be able to perform in a small but highly professional team oriented environment.

Must be able to function in a principle based organization that has a culture built on character and SARA Core Values of Stewardship, Integrity, and Excellence.

Approved

Date