



**NAVAJO WESTERN WATER DISTRICT**

**705 Navajo Road; Walsenburg, CO 81089**

**Telephone: 719-738-3130 / Email: [office@nwwd.us](mailto:office@nwwd.us) / Website: [www.nwwd.us](http://www.nwwd.us)**

## **OFFICE ASSISTANT JOB DESCRIPTION**

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**DATE:** 2025Jan22

**STATUS:** Part-Time (12 hrs per wk)

**FLSA:** Non-Exempt

**PAY RANGE:** \$15.00/hour (starting wage)

### **JOB SUMMARY and DISTINGUISHING CHARACTERISTICS**

This position works with the public, and provides administrative assistance to the District Office Administrator / NWWD District Office which includes activities such as opening and closing the office for business during normal business hours, Customer Service, etc. Maintain a customer service focus in responding timely to inquiries, complaints, etc. Record all checks for payment in billing system, produce deposit reports, handle day-to-day business communications, including mail, voice messages, e-mail communications. Assist the District Office Administrator with end of month billing, hard and electronic filing, archiving records, posting of documents and deadlines, preparation for Board Meetings, and other similar duties. The incumbent is responsible for administrative tasks to help ensure the smooth operations of the business office requiring general knowledge of the terminology, procedures and practices used in government office operations, and the NWWD District. Assist in maintaining and engaging in a positive “teamwork” environment.

### **SUPERVISION RECEIVED AND EXERCISED:**

Reports directly to the District Office Administrator for day-to-day direction and training and works under limited but direct supervision performing administrative duties in the office. Reports to the District Office Administrator for appraisal of performance and personnel recommendations to the Board of Directors. Incumbent typically works independently on routine or regular work assignments and operates under direct supervision for assignments that are non-routine or deviate from established processes and procedures/policies.

This position is a non-supervisory position.

### **EXAMPLES OF DUTIES AND RESPONSIBILITIES**

The following examples are intended to describe the general nature and level of work performed by personnel assigned to this classification. Any one position in this class may not perform all the duties listed below, nor are the duties described intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified.

- Respond in a professional manner to requests and complaints from customers, regulatory agencies, vendors, service providers, contractors, Board members, and fellow employees
- Perform other duties as assigned

To perform these functions, incumbents must typically possess

#### **Knowledge of:**

- District rules, regulations, policies, and activities
- General office administration tasks, government office functions



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## **EXAMPLES OF DUTIES AND RESPONSIBILITIES (cont.)**

### **Ability to:**

- Communicate effectively both verbally and in writing
- Establish and maintain highly effective working relationships with the office staff, water operations personnel, members of the public, and others encountered in the course of work
- Use tact, discretion, confidentiality, and diplomacy when addressing concerned customers, sensitive situations
- Maintain composure and continue to work effectively despite interruptions, equipment failures, unusual demands and/or changing priorities
- Reflect the organization's mission, vision, and values by working independently and collaboratively in a team-based environment, while demonstrating a strong work ethic, professional behavior, transparency, and a positive attitude
- Operate computer, printer, postage, 10-key and other similar office equipment

## **MINIMUM REQUIREMENTS**

### **Education and Experience:**

Any combination of education, experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

- Education: High School diploma or equivalent
- Experience: 2 years of office experience
- Candidate must be able to produce a High School Diploma or GED equivalent, a current, valid Colorado Driver's License in good standing, and must pass required drug and alcohol screening and criminal background check.

### **Required Licenses, Certificates or Training:**

- Not applicable

### **Other Special Requirements:**

- The work schedule may consist of additional hours in keeping with office needs.

## **WORK ENVIRONMENT**

The work environment characteristics described below are representative of those an employee encounters while performing the essential functions of this job. Upon request, reasonable accommodation may be provided to enable individuals with disabilities to perform the essential functions of the job.

This position's duties are performed in an office environment. Non-routine assignments may be conducted in an office environment.



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### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by the employee to successfully perform the essential functions of this job. Upon request, reasonable accommodation may be made to enable individuals with disabilities to perform these essential functions.

- **Movement:** Ability to move to and from various points within and between NWWD and private facilities, as well as within the outdoor environment and surrounding communities
- **Physical:** Ability to perform occasional lifting, carrying, walking, sitting, and standing; lifting no more than 35 pounds
- **Auditory:** Ability to communicate clearly in routine conversations in person, via telephone or 2-way radio. Must be able to hear normal sounds with background noise and distinguish voice patterns.
- **Visual:** Ability to perform manipulative skills that require hand-eye coordination such as a calculator or computer and be able to see objects closely as in typing a document or reading a report
- **Other:** Ability to produce information in written form