



Northstar Community Services District

Administrative Specialist

About the District

The Northstar Community Services District (NCS D) was founded in 1990 and provides services to the Northstar Community including Water, Sewer, Solid Waste, Roadway Surfacing, Snow Removal, Trails, Fire Protection, and Paramedics. The NCS D operates under Government Code 61600, which permits the Community to select certain services to be provided and administrated locally with funds supplied through property taxes or user fees.

The NCS D is governed by an elected Board composed of registered voters living within the Community, with certain actions under the control of the Placer County Board of Supervisors.

Basic Position Functions

Under the direct supervision of the Human Resources and Administrative Manager, the entry-level Administrative Specialist provides enhanced administrative support to District staff and management, customer service as the first point of contact for all District property owners and businesses, supports accounting and provides assistance to the Secretary of the Board, and oversees the District's Water Leak and Backflow programs and other District initiatives as needed.

Distinguishing Characteristics

- Ability to excel in a small team setting and a desire to be a part of a small but effective team environment
- Desire to deliver exceptional service to District customers over the phone and in person
- Initiative to take ownership of customer concerns and guide customers through the proper channels
- Possesses a positive, professional, and solution-oriented mindset
- Ability to take an active lead in the development and oversight of District programs and initiatives
- Ability to develop a working knowledge of the software applications that are critical to District activities
- Desire to establish cooperative working relationships with other District employees and departments

Essential Duties/Responsibilities

- Serve as the first point of contact for all customer inquiries
- Administrative and clerical functions in support of District and department operations, including but not limited to receiving, sorting, and distributing incoming and outgoing mail; answering, screening, and directing incoming calls; ordering office supplies; managing Board room and conference room use for staff and outside parties; and providing assistance and back-up coverage for admin staff as needed
- Accurately complete clerical tasks involving updates to customer records and the processing, maintenance, and review of accounts receivable
- Receive payments, issue receipts, account for those payments through the use of financial software and/or spreadsheet applications
- Receive, sort, and organize a variety of financial documents including bills, invoices, and payments

- Receive and assist in the processing of applications for New Residential/Commercial service, contact of homeowners for Lateral Pressure Tests, and researching and providing information for title searches upon the sale of homes within the District
- Management of the District's Backflow program to ensure compliance of all customers
- Take an active leadership role in District initiatives and programs including but not limited to Spring and Fall clean up days, staff luncheons, Workshop and Board support under the Direction of the Human Resources and Administrative Manager
- Crosstrain as Assistant Secretary of the Board to provide redundancy to the Secretary of the Board
- Respond to inquiries and provide information and assistance to internal and external sources as requested
- Detect and resolve discrepancies, errors, and questions that come about through the normal scope of duties
- Manage the District's website via periodic review to provide consistent and required updates
- Perform other duties as assigned as assigned by the Human Resources and Administrative Manager, Director of Finance and Accounting, and General Manager

Knowledge of

- Standard office procedures and etiquette
- Arithmetic principles applied to financial record keeping
- General District functions, activities, initiatives, and processes
- General office equipment including personal computers, postage machines, and copier/scanner/fax machines
- Multiple software applications including Microsoft Office applications
- Springbrook and VUEWorks software experience as well as accounting/bookkeeping experience a plus

Ability to

- Perform basic clerical and accounting duties
- Provide support to Administrative staff, departments, District functions, and programs as required
- Communicate clearly and concisely, both orally and in writing
- Type at a speed necessary for successful job performance
- Make mathematical calculations quickly and accurately
- Take initiative, assume responsibility, and use good judgment while performing required duties
- Lift and carry weight of 25lbs or less
- Be commissioned as a Notary Public in the state of California

Education/Experience*

Associate's degree or certificate of achievement of a certificate in a business related discipline from an accredited college or university or two (2) years' experience performing basic clerical and accounting duties, cash handling, and customer service. Previous local government, municipality, or Special District experience is desirable

**Variations will be considered if they represent an equivalent combination of education, training, and experience that provide the necessary knowledge, skills, and abilities to meet the requirements of this job.*

- The Northstar Community Services District is an Equal Opportunity Employer •