

# SILICON VALLEY CLEAN WATER

## Job Description

January 2024

*Disclaimer – Class descriptions are written as a representative list of the ADA essential duties performed by the entire job classification. They cannot include, and not intended to include, every possible activity and task performed by every specific employee*

### **JOB TITLE: Business Operations Associate**

### **FLSA: Exempt**

*Every employee shall serve at the will and pleasure of Silicon Valley Clean Water (“SVCW”). No employee has, or may acquire, a property interest, nor any other kind of interest in, or right to, continuing employment with SVCW. The Manager, upon request of an employee who has been discharged, will review all the circumstances of such discharge.*

### **SUMMARY**

Under general supervision of the SVCW Manager, this position provides administrative and technical support for the business operations of SVCW including duties related to Office of the Manager and Human Resources functions.

### **ESSENTIAL DUTIES and RESPONSIBILITIES include the following:**

*Disclaimer – This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed while in other cases related duties may also be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.*

- Plan, coordinate, and perform a variety of agency operational support duties related to the functions of the agency office of the general manager.
- Assist the SVCW Manager with the development and implementation of agency goals, objectives, policies, and procedures.
- Work independently and at high levels of capabilities with regard to SVCW business functions.
- Set up and distribute monthly Commission agenda packets and act as Secretary Pro Tem. Prepare action item minutes from Commission meetings.
- Maintain calendars of activities, meetings and various events; arrange meetings and make appointments, participate in special projects as assigned.
- Manage workflow related to incoming invoices.
- Prepare and process task orders and requisitions; process travel and training requests for management and prepare related expense reports.
- Respond to requests and inquiries from SVCW staff and the general public; provide information within the area of assignment; resolve complaints in an efficient and timely manner.
- Prepare event program, certificates, and annual awards for use at the Employee Recognition event.
- Assist in the maintenance of SVCW’s website content.
- Coordinate, prepare, and oversee distribution of the Commission Agenda Packet; respond to Commissioners’ requests as appropriate.

- Coordinate the supply, demand, and distribution of uniforms in accordance with the MOU.
- Manage and oversee SVCW's training tracker.
- Assist the HR Director in agency recruitment activities; preparing and posting job announcements on various websites, reviewing and tracking applications, scheduling interviews, and preparing panel for interviews.
- Support new hires by coordinating all elements of the onboarding/pre-hire process.
- Assist with preparation of Personnel Action Forms; salary adjustments, new hire/terminations; complete payroll adjustments in ADP.
- Prepare and process finalized employee performance evaluations.
- Assist the HR Director with yearly open enrollment; set up open enrollment portals in ADP; verify all enrollment changes.
- Prepare and update Employee Benefit Summaries.
- Answer work-related questions from SVCW employees, outside agencies, and others.
- Establish and maintain positive working relationships with SVCW management and staff, other agencies' staff, and the public.

## **MINIMUM QUALIFICATIONS**

*The requirements listed below are representative of the knowledge, skills and abilities required to satisfactorily perform the essential duties and responsibilities.*

### **Knowledge of:**

- Principles, practice, and procedures of public administration and human resources.
- Modern office practices, procedures, methods, and equipment.
- Modern equipment and communication tools and systems used for agency business functions and programs, projects, and task coordination.
- Silicon Valley Clean Water policies and procedures.
- English usage, spelling, grammar and punctuation.
- Basic principles of mathematics, filing and record keeping.
- Applicable federal, state and local laws, codes and regulations pertaining to assigned responsibilities.

### **Ability to:**

- Deal tactfully with the public, member agency staff and elected officials, SVCW Commission, and others and in providing information, answering questions, and providing high-level customer service.
- Demonstrate high level multi-tasking.
- Read, understand, and follow posted work rules and procedures.
- Problem-solve.
- Operate a computer and a variety of word processing, spreadsheet, scheduling, presentation, database, and enterprise management applications.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with people inside and outside of SVCW.
- Interact positively and cooperate with co-workers, supervisors, directors, managers, work as a team member, function under demanding time pressure.
- Use initiative and independent judgment within established procedural guidelines.

- Independently plan, organize work, set priorities, meet critical deadlines, and follow up on assignments.
- Effectively organize and prioritize assigned work.
- Work with accuracy and attention to detail.

## **EDUCATION and/or EXPERIENCE**

*Any combination of education and experience that demonstrates possession of the requisite knowledge, skills and abilities. A typical way to obtain these would be:*

Five (5) years of increasingly responsible experience in office support activities involving modern office practices, procedures and equipment. Experience in public agency business operations is preferred.

Equivalent to a Bachelor's degree from an accredited college or university with major coursework in business, human resources, office procedures or office administration is desirable.

## **CERTIFICATES, LICENSES, REGISTRATIONS**

Valid California Class C Driver's License and an acceptable driving record as defined by SVCW's Driving Eligibility Standards.

Possession or ability to obtain within six months, a Notary license.

May be required to obtain Human Resources certification; examples are IPMA-CP (Certified Professional in Human Resources); IPMA-SCP (Certified Sr. Professional in Human Resources); completion of San Francisco State University's certification program in Human Resource Management amongst others.

## **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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to sit. The employee frequently is required to use hands and fingers to handle or feel; reach with hands and arms; and talk and hear in English. The employee is occasionally required to stand and walk and use stairs. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, depth perception, and ability to adjust focus.

## **WORK ENVIRONMENT**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee regularly works in indoor conditions and regularly works near video display. The employee is occasionally exposed to outside weather conditions and uses personal vehicle and occasionally works evenings or on weekends. The noise level in the work environment can vary. The air quality outside the office work environment will contain odorous air.